

Automating IT

4 ways to make IT the epicenter of innovation



Technology makes it possible for businesses to imagine new possibilities—and to turn those ideas into real-world innovations. IT departments see it every day. They know how their work drives digital transformation that helps organizations deliver better experiences, higher efficiency, and lower costs. So, **it's important for IT to stay focused on work that adds real value—but that's hard to do.** There's a lot of routine and repetitive work that happens behind the scenes that IT's customers never see.



IT leaders might be surprised that they can automate a lot of that work—even in areas where they’ve already automated key processes. **Software robots can help IT scale up services, keep apps and infrastructure up-to-date, and improve user experiences.**

IT teams are the experts that help other areas of the business automate. Now it’s IT’s turn.



1. Service/incident management: streamlining support from request to resolution

The workload for the most common IT service requests can get big, fast. Just look at the process of unlocking user accounts. **Even with resolution times of just a few minutes, an IT help desk can spend dozens of hours each month fielding routine requests.** Meanwhile, users are stuck waiting to get to the information and apps they need, so their productivity suffers. And IT gets diverted from work that can add value to the business compliance monitoring. Any slip-ups can expose an organization, its clients, or its partners to risk.



Service/incident management: automation targets for fast ROI

 Ticket creation

 Ticket routing

 Triage & resolution

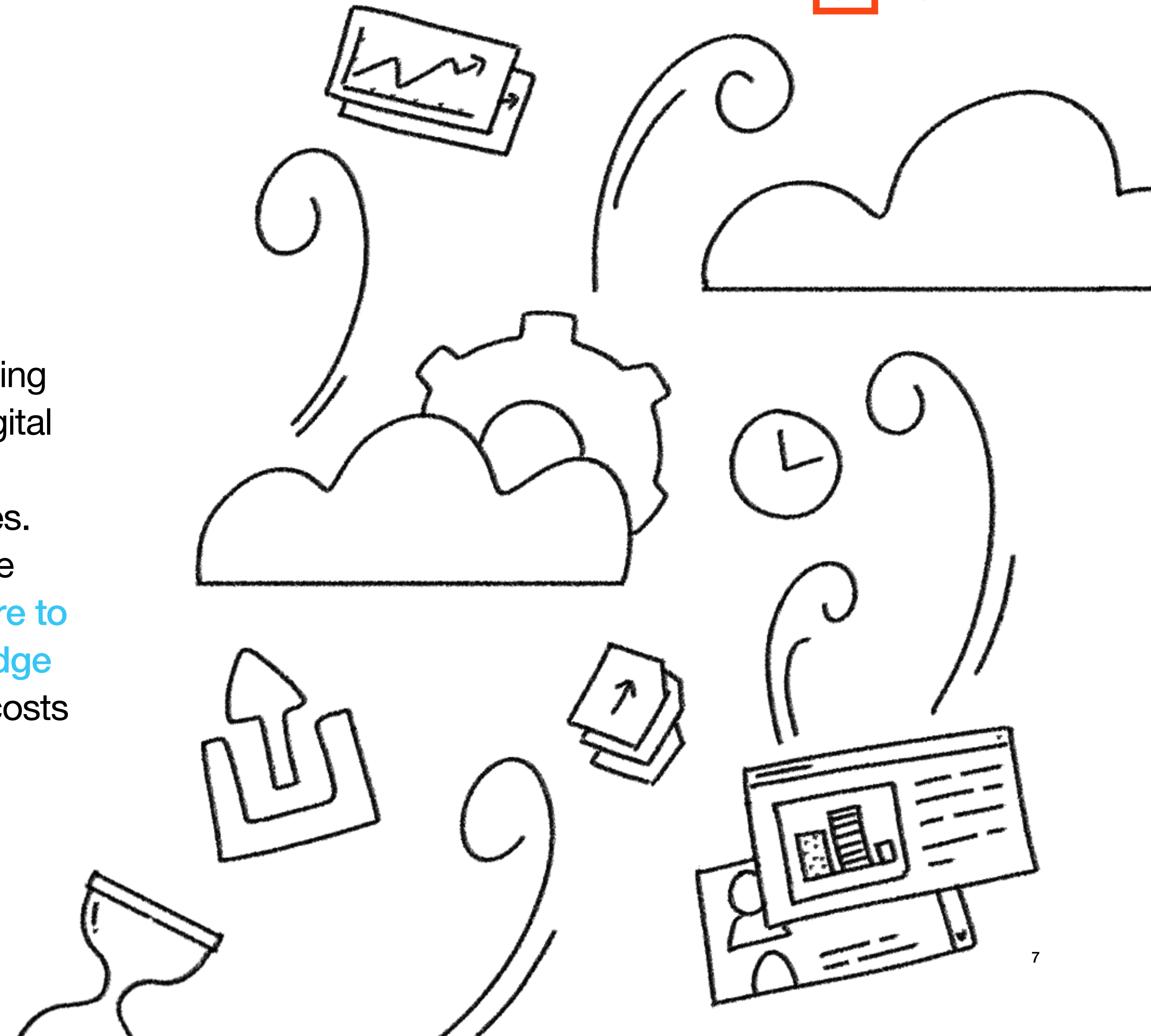
 License & software management

 Help desk agent experience



2. Application management/DevOps: creating the capacity for digital transformation

Jobs like Windows server upgrades and transitioning applications to the cloud are the foundation for digital transformation. But they also have the potential to disrupt the business—especially as scale increases. Even routine patching and updates can complicate the lives of end users. But **IT's also under pressure to keep the business running and deliver cutting edge capabilities.** And they need to act fast and keep costs in check. It's a tough balance to maintain.



Major transformation usually means major tech changes. And **IT can automate routine maintenance, application testing, upgrades, patching—even the execution of custom scripts—so teams can focus on a successful transition to new technology.** Automation also frees DevOps to drive transformations that make the business more innovative and competitive.

Even high-tech, hands-on work can be routine and repetitive. Software robots can take over a lot of that work—and free DevOps and app management teams for work that has a bigger impact.



Application management/DevOps: areas to automate for big impact

 Master data management

 Application request

 Application testing

 Application maintenance

 Application migration



3. Cloud and infrastructure management: creating a future-ready architecture

Businesses migrate to the cloud for any number of reasons. Reducing infrastructure costs. Scaling to meet growing needs. Increasing flexibility. All of the above. But the transition isn't as easy as flipping a switch. IT has to create and launch a host of virtual machines. They need to attach storage. They need to implement security. And most IT teams still have on-premises infrastructure to manage. The truth is that **building a more digital approach to the future can take a lot of manual, hands-on work.** And that's where automation comes to the rescue.



Software robots can perform a lot of the provisioning, configuring, and deploying tasks related to cloud and infrastructure management—and they can do them quickly and accurately.

As infrastructure needs change and demand for cloud services grows, robots can also help enforce consistent security policies, controls, and compliance across cloud and hybrid environments. IT ops teams can focus on the big picture and high-value work, while their robot colleagues complete the administrative tasks behind the scenes.



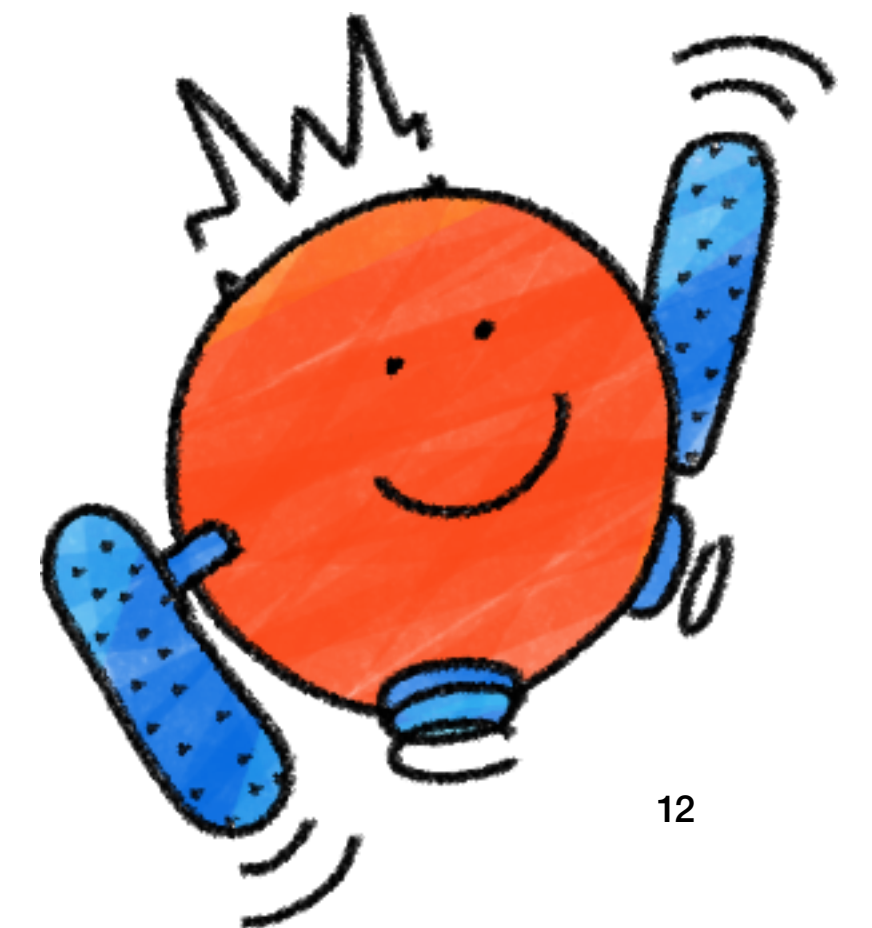
Cloud and infrastructure management: processes ready for automation transformation

 Server migrations

 Networking

 Virtual machine autoscaling

 Software deployment & distribution



4. Cybersecurity: staying ahead of evolving threats

The scope and sophistication of cyber threats keeps growing. **Cybercriminals are constantly on the lookout for vulnerabilities to exploit.** And as networks become more complex and endpoints multiply, it creates more potential gaps.

Sure, IT teams can use a security orchestration, automation, and response (SOAR) platform to help them keep up with a growing security workload. But SOAR platforms can generate hundreds of alerts that need review. And it's hard to separate critical issues from the background noise.



Software robots can work with an existing SOAR platform to manage the routine security alerts and events that threaten to overwhelm IT staff. **Because many security actions are well-defined, robots can perform them flawlessly.** They can also create incident tickets for issues and work within an existing security reporting structure—so IT personnel always stay up to date.

Today's world calls for constant vigilance in cybersecurity. Robots are great at it. They don't even need caffeine.



Cybersecurity: an automation to-do list for meaningful results



Application compliance review



Transaction audits



Workflow alerts



Cybersecurity auto response

It's IT's turn for higher efficiency

IT departments are the workhorses that kept businesses running when the world was in chaos. Almost overnight, they engineered a new way of working. They kept people connected. They kept the doors open. They changed the world.

IT's work deserves the same innovation and efficiency that other departments get from automation. And the best part is that automating IT for greater efficiency not only makes IT work more engaging and rewarding. It also makes the entire business more innovative and agile.

Ready to see how?

Visit uipath.com.



IT by the numbers

56% of IT's budget is spent, on average, maintaining current business processes.

Source: Khalid Kark et al., The future of work in technology, Deloitte Insights, June 10, 2019

For **63%** of IT professionals, IT workloads have increased **37%** since going remote.

Source: Ivanti, Remote Worker Survey Report, 2020

UIPATH AUTOMATION RESULTS

- 65% decrease in compute usage
- 85% workload reduction
- 98% reduction in AHT – from 2 hours per ticket to 2 minutes

CUSTOMER RESULTS

Reckitt

- 7 months to recoup Automation Factory investment
- 20% savings in IT operation
- 10,000 business hours saved per month
- 20% net promoter score increase

