

Government IT teams save 16,000 hours of travelling per year through ITOM

Centralized control and intelligent process automation enable efficient software compliance

The customer in numbers



The Challenge

With over 50 branches, each with different IT systems in place, ensuring compliance was a never-ending, labor-intensive process.

As a government body, the organization was under pressure to comply with strict security policies, software licensing and government policy regulations, as well as a general government agenda for the standardization and automating of processes. Under government regulation in the region, the CIO takes direct personal responsibility for compliance, making it a top priority on the leadership agenda.

With over 50 branches, each with different IT systems in place, ensuring compliance was a never-ending, labor-intensive process. Covering an area equal to the size of Nepal, 17 field support teams

were spending most of their time driving between the 50 branches, driving thousands of miles every month to manually execute printed work orders.

With an endless list of routine maintenance tasks to be applied manually, the IT department were working hard to keep systems online and compliant. They struggled to find the time to execute on a portfolio of IT projects that would boost IT maturity and add real value to the organization. The skilled technicians that were needed to deliver new IT initiatives were spending most of their time on the road.

Challenge

Cut costs, reduce manual workload, and release budget and resources to support high value IT projects. Ensure efficient software license compliance across 50+ sites.

Solution

Gain central visibility and control over software deployments. Automate compliance checking and remediation. Automate routine IT Operations Management tasks to create capacity for IT teams.

The Solution

The organization needed better visibility and control to manage IT assets across a wide area more efficiently. They also needed to automate processes that would ensure compliance on an ongoing basis. Although they had their own home-grown IT management tool and had trialled a few open source and SME solutions, the complexity of their IT estate demanded a toolset with more comprehensive and powerful automation.

Axios Systems ran a proof-of-concept trial to demonstrate compliance with over 400 requirements before *assyst* was formally selected by the customer.

As a government institution, price was a major factor in the purchase decision. Several vendors entered bids in an auction-style first purchase stage. Following that, Axios Systems ran a proof-of-concept trial to demonstrate compliance with over 400 requirements before *assyst* was formally selected by the customer. It took just 18 months to implement automated IT Operations Management (ITOM) processes as well as establish a self-service portal and nine supporting ITIL® processes to enable improved IT service delivery and support.

Now, at midnight each night, an automated process kicks off to check compliance and fix any issues. Workstations are remotely booted up so that the system can identify and remove any unauthorized software before checking that all legitimate software is installed and patched, as well as checking energy management configurations are up to code.

Results

3,000 site visits saved each year through automation. Compliance checking and fixing is fully automated, enforcing security, policy, and license compliance without human intervention.

“Using our technology to automate what was previously a massive manual overhead has allowed our customer to reach a tipping point; a point where they have become more progressive, pro-active and strategic about what IT does for the organization.”

Daniel Maia, assyst Consultant, Axios Systems

Increased efficiency enables continuous improvement, new initiatives, and greater IT agility

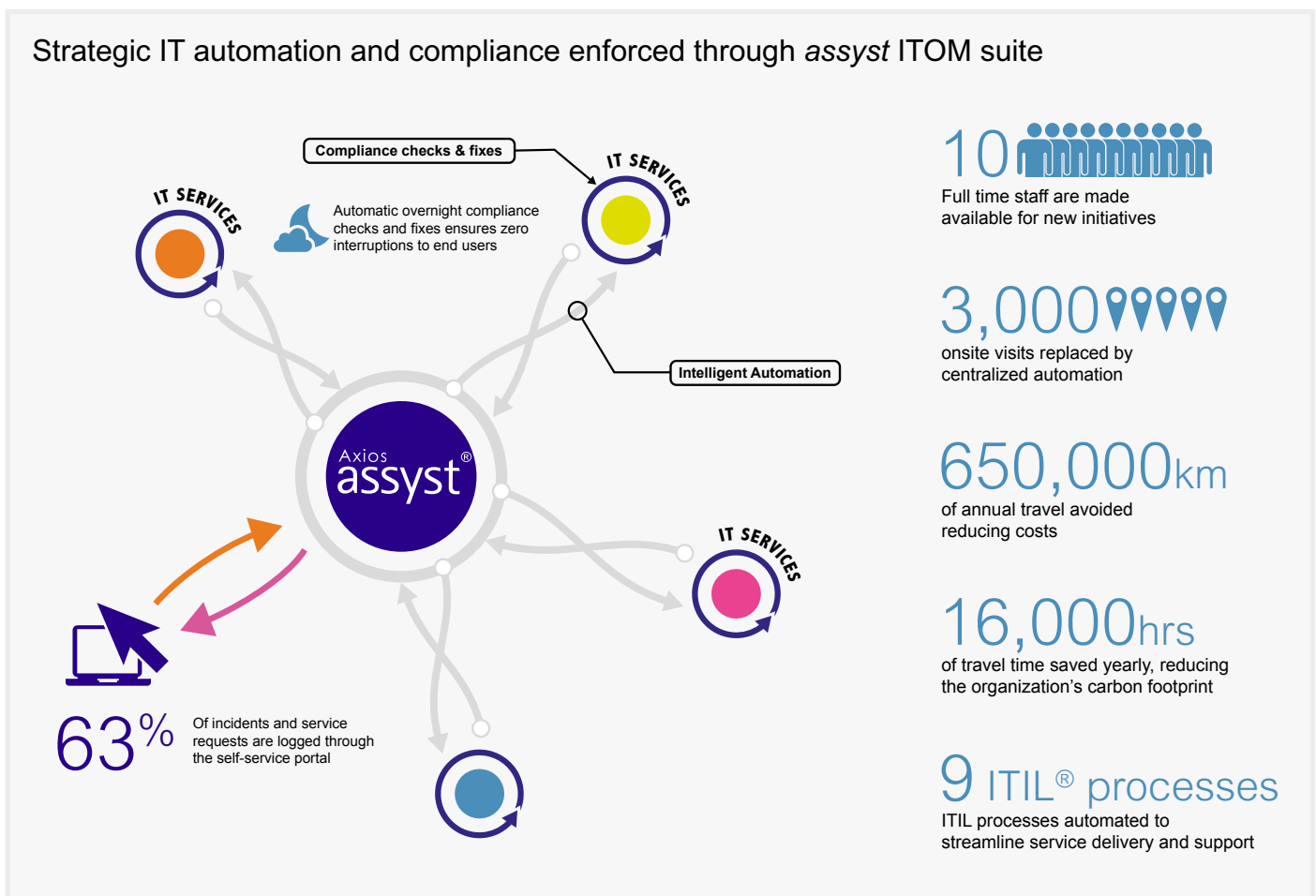
Success Achieved

Now, instead of regular manual intervention happening onsite, compliance for all 50 sites is automatically monitored and controlled from one central location. The system runs itself applying an intelligent process to verify and ensure compliance on a daily basis, which means the average day for a field service team now looks very different from before. They spend less time driving from site to site and more time applying their technical skills to support continuous improvement and new IT initiatives. Now that they are released from the daily grind of compliance checking, they get to work on the sort of projects they first signed up for. They're happier, more productive, and more engaged with the mission of IT and the organization as a whole.

The automation in place also significantly reduces risk: end-to-end automation eliminates human error from processes. And because the process of checking and ensuring workstation compliance happens overnight, there are no interruptions to end users. As a result, productivity of the organization is higher both inside and outside of the IT department. IT people can get on with higher value tasks with peace of mind that systems are being monitored for compliance, and that any discrepancies will be automatically flagged for attention.

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Strategic IT automation and compliance enforced through *assyst* ITOM suite



The Future




Having won the battle against constant firefighting, the IT department have been able to free up sufficient resources to commit to continuous improvement and take the next step in their journey to a more effective, more streamlined IT organization.

Now they are examining the potential for replicating the efficiencies they have realized in IT across other service providers within the business such as HR, Accounts, and Facilities (the Enterprise Service Management model).

For more information  www.axiossystems.com/solutions/asset-management



For almost 30 years, Axios Systems has been committed to innovation by providing rapid deployment of service management software. Axios's enterprise software, *assyst*, is purpose-built, designed to transform IT departments from technology-focused cost centers into profitable business-focused customer service teams. *assyst* adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges.

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