

# Automation Services



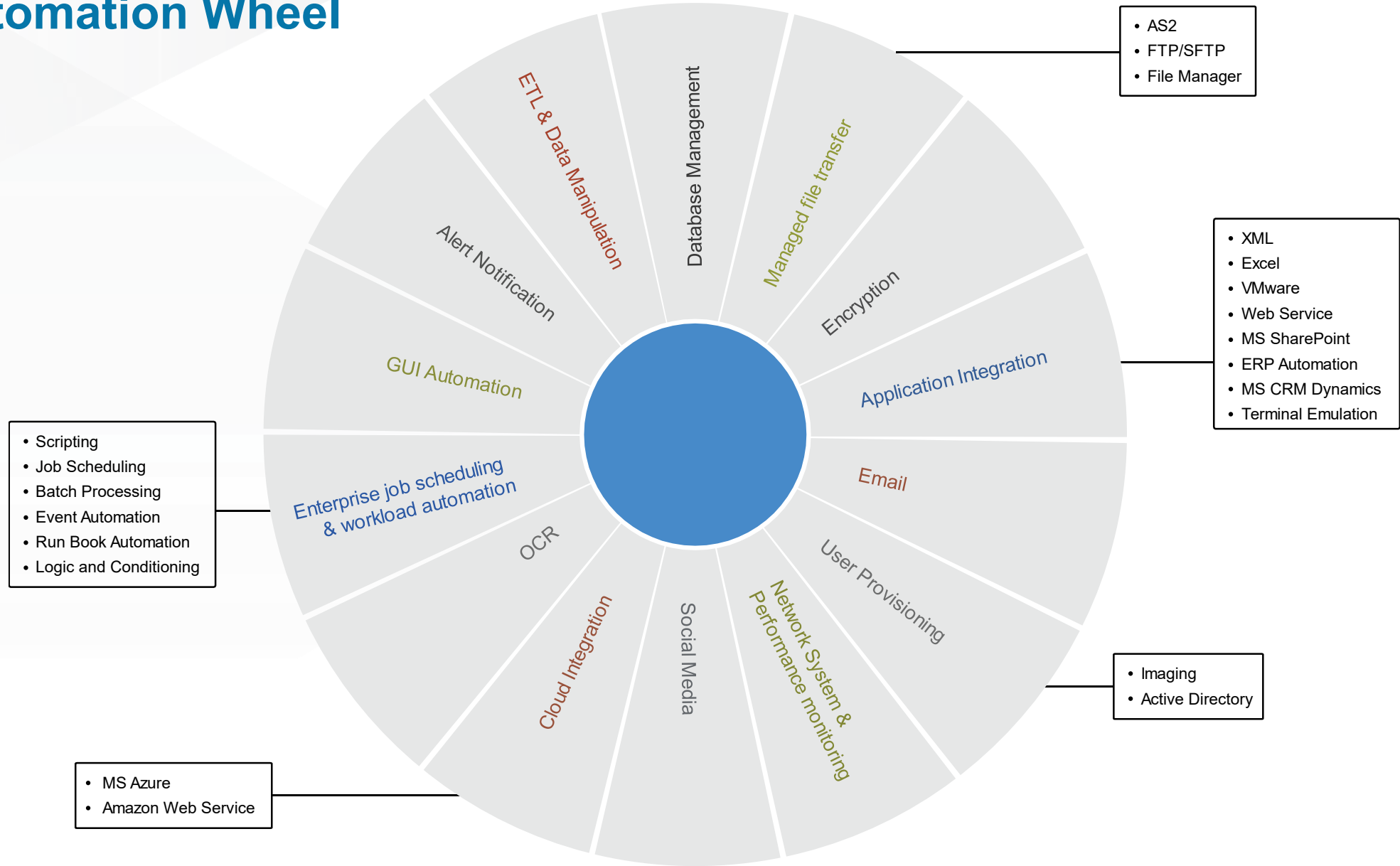
Ensuring IT Efficiencies Through  
Enterprise Process Automation...

# Automation - What Does it Do ?

- Automation Ensures consistency and reliability while improving IT operations productivity
- Cost effective automation of rule-based tasks
- Operate 24x7 at approx. one-ninth the cost
- Can be implemented with relative ease within a complex IT landscape
- Enables rapid incremental benefits and standardization of processes
- Reduce task completion time by 50% vs. traditional Human Involved Operations.
- Eliminate the developer productivity curve
- Centralize management of IT Tasks /Activities with reporting, alerts, and notifications



# Automation Wheel



# Most Common Area's

## IT Automation

- Backups
- Application integration
- FTP processes and other file handling
- Interaction with websites and GUI based applications
- SharePoint
- VMware administration
- Exchange (email, calendar, tasks, contacts, etc.)
- Active Directory
- Event/system monitoring and problem resolution
- Amazon Web Services/Azure administration
- Terminal emulation services

## Business Process Automation

- Report generation and distribution
- Batch processes
- Finance & Accounting Processes ( Payroll, Procure2Pay, Sales Automation)
- User Provisioning & De-Provisioning Process
- Appraisal Process
- Print Management
- Talent Acquisition



# Success Stories- Global Credit Card Services Company

Client

Client is a leading Global Premium Credit Card services company in Kingdom of Saudi Arabia and headquartered in USA with Revenue of 30 Billion US\$. The organisation has been rated as 22<sup>nd</sup> best Brand in the World and employee's 50000 people around the Globe.

Business Challenge

- Complex File Transfers with Manual intervention for Batch processing & End of Day Transactions
- Manual Multi application Data Conciliation causing Major Error's & Financial Losses
- Long Lead of Payment Cycle to Vendor's & Merchants due Manual Process
- Auditing Capability lacking
- Many Scripts & Internal Applications used for Managing Batch Processing , Difficult to Manage.
- People dependent Batch Processing leading to Organisational Risk.

Skillmine Solution


- Entire batch Processing Tasks were mapped using workflows
- Right Fit Automation Solution was identified for the Organisation
- Over 300 Tasks were consolidated into 150 Workflows
- Automation Solution was Deployed and all the workflows were automated with Error Checks and Auto remediation.
- Email, Voice, SMS Alert Based monitoring was implemented at each task level

Benefits

- Improved efficiency, and immediate processing of Card Data without delay or waiting period till EOD processing
- Improved Auditability and complete visibility to every data processed
- Improved availability, and efficiency.
- Existing resources are utilised efficiently and cut the need to extra resources thus saving Huge costs.
- Better Partner, Merchant & Customer Response



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