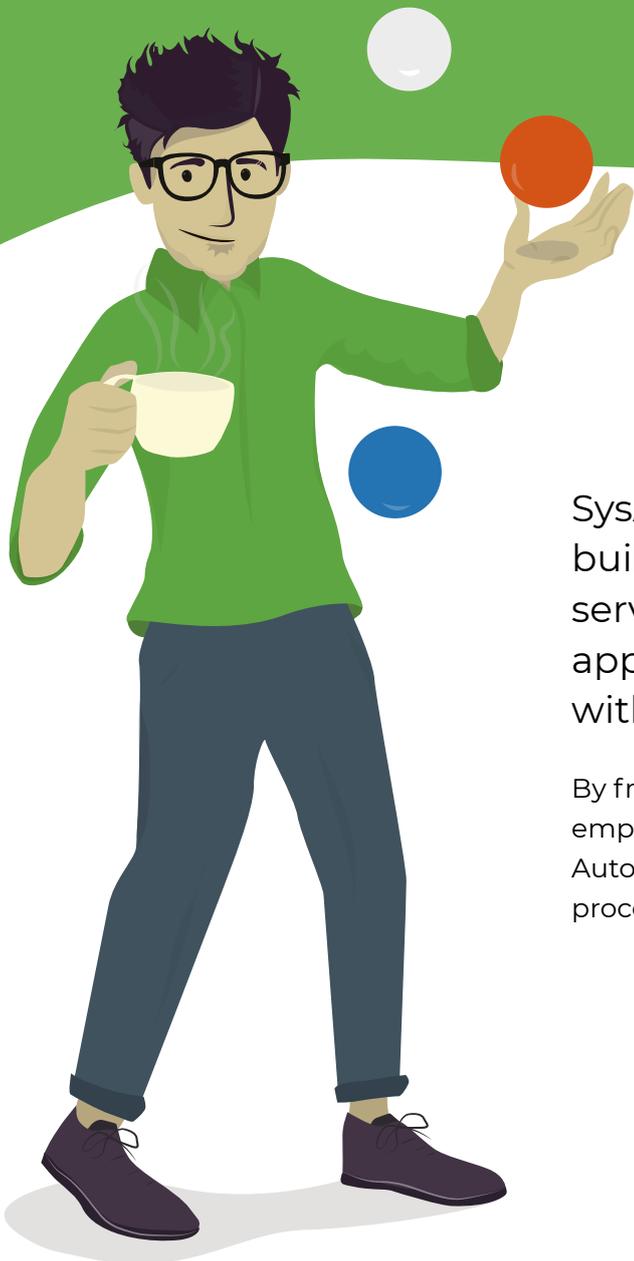




Powering a new level of productivity with service orchestration



SysAid's *Automate Joe* is the first built-in ITSM offering that orchestrates service delivery across business, application, and infrastructure layers – with the click of a button.

By freeing service desk agents from manual tasks such as employee onboarding and provisioning virtual machines, *Automate Joe* improves productivity, accelerates processes, and slashes ticket resolution times.

Common service desk challenges

98% of IT leaders say that automating processes is essential to driving business benefits, and yet IT departments spend 30% of their time on low-level tasks, making it hard to consistently ensure productivity and value for the company. This forces the service desk team to spend an exceptional amount of time:



Putting out fires



Completing manual, error-prone tasks



Dealing with delays and miscommunications

SysAid's Automate Joe lightens your service desk team's load – boosting productivity, service agility, and end-user satisfaction.

What can you automate?

01

Employee onboarding & off-boarding

02

Provisioning & de-provisioning of VMware virtual machines

03

Deploying software via Microsoft System Center Configuration Manager (SCCM)

04

Creation of new groups and adding or removing members in Active Directory

05

SFTP file transfers

06

Microsoft Exchange mail systems workflow

Automate Joe will define and execute business and IT workflows, automate IT tasks, monitor current process states in real-time, and enable a full traceability of all activities.

Use case: Employee onboarding

Step 1

The HR team fills out a form with details on the new employee. The request is forwarded to the hiring manager.



Step 2

The hiring manager is notified. The request is completed and approved.



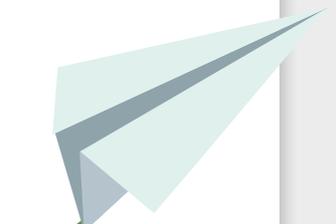
Step 3

An automated process is started. A change ticket is created and waits for IT approval.



Step 4

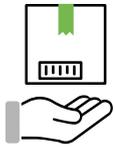
The IT team is notified and approves the change in SysAid.



The result

The new employee is automatically onboarded in a matter of minutes, instead of days – enabling productivity from day one.

Features



Fully orchestrated service delivery across all departments - at the push of a button



Infrastructure automation, including application release and deployment automation within the same platform



IT workflow rollback and restart capabilities for each task



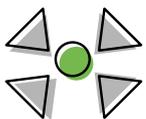
Automatic scheduling and calendar handling with each service execution



Full audit trail of all actions to ensure compliance of processes and configurations



One turnkey solution to provision, update, change, and patch



Single point of control for full-stack service delivery



Recover resources to manage expenses by de-provisioning services not in use

Automate Joe integrates with open source and public cloud solutions from OpenStack, Amazon EC2, Windows Azure, and VMware, enabling service desk agents to orchestrate delivery of hybrid cloud services. The service desk can continue to use IT automation tools from Puppet, Chef, and VMware alongside Automate Joe.

Benefits

01

Accelerated service delivery

Reduce cycle time and effectively speed up delivery of services to the business, slashing mean time to resolution (MTTR).

02

Increased service agility

Production of fast, predictable results when you automate manual, routine, error-prone tasks, and enhanced service availability, 24/7/365.

03

Greater agent productivity

Saves the service desk agent time otherwise spent on manual IT tasks.

04

Enhanced end-user experience

Turnkey solutions for user-provisioning, client software distribution, and password reset ensure that new employees are productive from day one, and quickly gain access to the tools they need to get their job done.

05

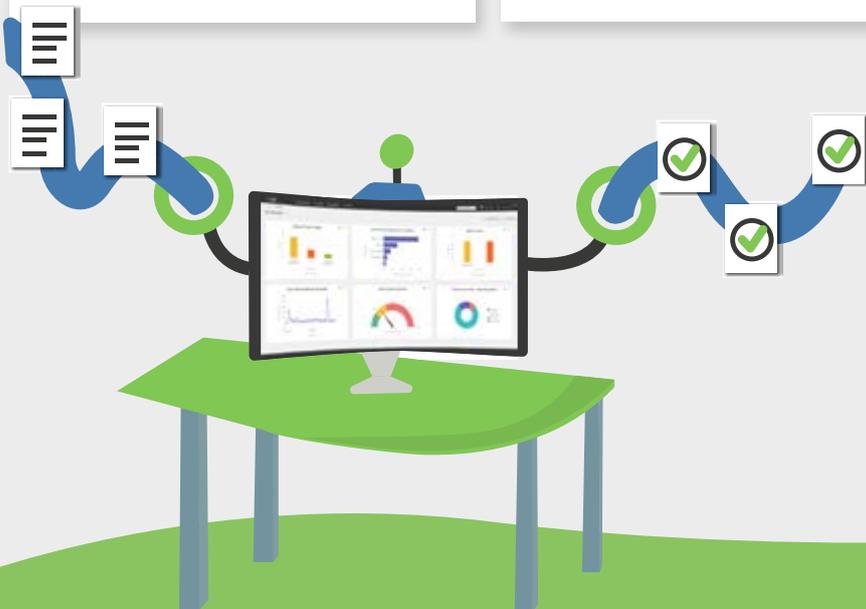
Superior control and compliance

Centralized logging provides a full audit trail of all actions that are carried out while servicing a request.

06

Saves on training

No need to train IT staff on various applications and systems for routine tasks, and updates as well.



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