

## CASE STUDY

### Elevating User Transitions:

### JML Automation Mastery at Work, Saving Hundreds of Manual Hours

#### Introduction

In the dynamic landscape of IT service management, the optimization of user account management stands as a critical pillar for operational efficiency and data integrity. This case study delves into the journey of an IT services organization tasked with streamlining and automating the account management processes for a global FMCG organization. Leveraging a robust technology stack and strategic interventions, the organization aimed to enhance efficiency, reduce manual efforts, and standardize user data across the organization. Notably, the project was delivered in 18 weeks.

#### Background

The scope for assessment encompassed three key areas involving automation of

1. Account creation for new employees (Joiners)
2. Updates for existing user records (Movers)
3. Account disabling for departing employees (Leavers)

The organization leveraged a sophisticated technology stack comprising SAP SuccessFactors for HR management, ServiceNow-Integration Hub for service management, and Active Directory for user authentication and authorization.

#### Key Challenges

The organization encountered several challenges prior to implementing the automation solution:



1. **Manual Efforts:** Fulfilling user requests for account creation, updates, and disabling relied heavily on manual intervention, leading to inefficiencies and delays.



2. **Data Quality:** Inconsistent data quality across user accounts posed risks of errors, duplication, and compromised system integrity.



3. **Delayed Provisioning:** Manual processes resulted in delays in account provisioning, impacting employee productivity and operational agility.



## Solution Implementation:

Before embarking on the automation initiative, the organization conducted a thorough assessment of the current ecosystem, processes, and pain points. This involved studying existing workflows, identifying bottlenecks, and understanding user requirements and expectations. Through stakeholder interviews, process mapping, and workflow analysis, the organization gained insights into the intricacies of user account management and the challenges associated with manual processes.

Based on the findings from the assessment phase, the organization devised a tailored automation strategy that addressed specific pain points and aligned with business objectives. The selection of the technology stack was a crucial aspect of the solution implementation, considering factors such as compatibility, scalability, and integration capabilities.

Taking into account the organization's existing infrastructure and IT landscape, the technology stack was carefully chosen to complement and enhance the current ecosystem. SAP SuccessFactors was identified as the primary HR tool for managing employee data, while ServiceNow-Integration Hub emerged as the central platform for orchestrating service management workflows.

Active Directory, being the core directory service for user authentication and authorization, seamlessly integrated with the chosen platforms to facilitate user provisioning, updates, and disabling. The interoperability between these systems was a key consideration in ensuring smooth data flow and process automation.

Furthermore, the organization collaborated closely with technology partners and vendors to customize and configure the chosen platforms according to business requirements. This involved defining workflow rules, setting up data mappings, and configuring integration points to enable seamless communication and data exchange between systems.

Through a combination of meticulous planning, stakeholder collaboration, and technological expertise, the organization laid the foundation for a robust automation solution that streamlined user account management processes and delivered tangible business value.

- A. The migration involved over 35,000 old records, ensuring comprehensive data integrity and continuity.
- B. Initially, approximately 400 requests were manually created each month, consuming around 15 minutes per request. With automation, the organization saved over 100 hours per month in manual effort.



## Benefits:



- 1. Reduced Manual Efforts:** The implementation of automation significantly reduced the need for manual account management tasks, freeing up resources for more strategic initiatives. By automating routine tasks such as user provisioning, updates, and disabling, the organization achieved greater operational efficiency and productivity.



- 2. Enhanced Data Quality:** Automation led to standardized processes and improved data quality, lowering the risk of duplicate IDs and ensuring consistency across systems. With automated workflows in place, data discrepancies and inconsistencies were minimized, leading to a more reliable IT environment.



- 3. Improved Efficiency:** Automated workflows streamlined account provisioning, updates, and disabling, leading to faster turnaround times and enhanced operational efficiency. By eliminating manual bottlenecks and delays, the organization improved service delivery and responsiveness to user needs.



- 4. Lowered Costs and Risks:** By minimizing manual errors and streamlining processes, automation contributed to cost reduction and risk mitigation. With fewer manual touchpoints, the organization reduced the likelihood of errors, security breaches, and compliance issues, resulting in lower operational costs and improved risk management.

## Value Add:

In addition to the immediate benefits realized from automation, the organization experienced several value-added outcomes:



**1. Improved User Experience:** Automation translated into a smoother user experience, with faster response times and more accurate service delivery. Employees benefited from streamlined processes and faster access to IT resources, enhancing their overall satisfaction and productivity.



**2. Scalability and Adaptability:** The automated solution was designed to scale with the organization's growth and adapt to evolving business requirements. By leveraging scalable technology platforms and flexible workflows, the organization positioned itself for long-term success and agility in a dynamic business environment.



**3. Continuous Improvement:** Automation paved the way for continuous improvement in IT service management processes. With automated workflows in place, the organization could monitor performance metrics, identify areas for optimization, and implement iterative enhancements to further streamline operations and drive efficiency gains.



**4. Strategic Alignment:** Automation aligned IT processes with strategic business objectives, enabling the organization to focus on value-added initiatives that drive business growth and innovation. By automating routine tasks, IT teams were able to shift their focus towards strategic initiatives such as digital transformation, innovation, and customer experience enhancement.



## Conclusion

In conclusion, the successful implementation of automation in user account management underscored the organization's commitment to innovation and excellence in IT service delivery. By leveraging technology and strategic interventions, the organization achieved tangible benefits in efficiency, data quality, and operational reliability, positioning itself for continued success in the ever-evolving landscape of IT service management. As organizations embrace digital transformation and seek to optimize their IT operations, automation emerges as a key enabler for driving efficiency, agility, and value across the enterprise.

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