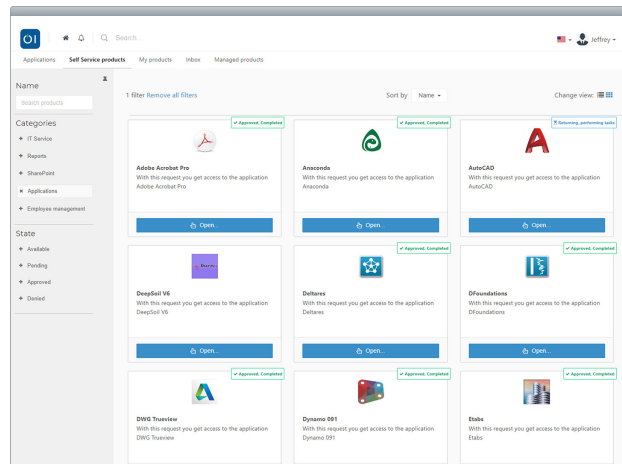


## Service Automation

- ✓ Long wait for access to applications?
- ✓ Why can't I manage this myself?
- ✓ Why is there no 'Amazon' for our IT helpdesk?
- ✓ Those problems have now been solved



Employees are used to being able to adjust all kinds of things easily and instantly online at home. They also want to see the results faster and faster. Why do they have to wait so long at the office before they can finally access, for example, that Teams site...?

....and it's not just that Teams site, but also a shared mailbox or membership of a distribution list. Once you get to the ICT helpdesk, you have to wait and you don't know for how long, and approvals are still needed for your request.

### Amazon

Why isn't there actually an 'Amazon' for ICT services in the organisation where you can easily request ICT things and they are then delivered quickly?

### Without the IT helpdesk

Tools4ever introduces Service Automation. This allows users to request (temporary) online access to applications or data themselves. The manager can approve or reject the request with a single click, after which the change is processed in the ICT infrastructure fully automatically, without helpdesk intervention.

### Grip for the manager

The manager also regains a grip on ICT services! The manager has a live overview of which employees are using which licences, applications, shares, et cetera. The manager can decide which licences are still needed and return them himself. The same goes for access to sensitive company or departmental information. 100% audit-proof

### 100% audit-proof

Changes are handled and registered 100% automatically in a uniform manner. This prevents users from accessing shares they should not have access to and avoids unnecessary costs for licences the user does not need. All this in one clear self-service portal that is easily managed and published.

### Professional

HelloID Service Automation greatly reduces helpdesk workload and contributes to a professional and modern appearance of the ICT department and organisation.

## Stepping stone to further IT innovation

With HelloID Service Automation from Tools4ever, change requests are invested in the organisation and processed 100% automatically. This is fundamentally different from existing helpdesk systems where tickets still have to be processed manually by the ICT helpdesk. HelloID, like bol.com, offers a portal where employees can search and request IT services themselves. Think of additional access to a share, access to a mailbox, membership of a distribution list et cetera. Automated configuration rules ensure that the product catalogue remains up-to-date automatically. For example, a new share becomes visible in the catalogue immediately. This is an important development towards further IT innovation. By betting on service automation, the IT department creates room to substantially professionalise IT service provision.

## Increase productivity and efficiency

By integrating with Active Directory and more than 150 other systems & applications, changes are made directly within the IT infrastructure after approval and automatically stripped again after withdrawal or expiry of the provided period of use. In addition, service automation is a way to increase productivity within an organisation while reducing employee annoyance. Employees do not have to wait as long for what they need and helpdesk work is no longer performed manually. For employees and managers, this leads to shorter waiting times and therefore more productivity on the shop floor.

## Simple compliance with laws and regulations

The shift from on premise to the cloud poses a challenge in keeping the hybrid ICT environment in order, and increasingly demanding laws and regulations on auditing and security expect everything to be auditable. With HelloID Service Automation, managers can manage their workflows and approve or reject requests. Users also have control over access to IT services. Every change is recorded, bringing transparency to the approval process and preventing contamination in the network. Detailed reports show who has access to which resources and when licences are running. This makes it easy to demonstrate compliance with current laws and regulations.

## Integration with HelloID Provisioning

HelloID Service Automation integrates seamlessly with HelloID Provisioning. HelloID Provisioning automates almost all IT-related changes. Yet there are exceptions, because not everything is registered in the HR system. Think of an employee temporarily taking over the work of a sick colleague, or an employee deployed on a project or loaned to another department. To perform these extra tasks, the employee needs, for example, extra access rights to files, extra rights to perform tasks in SAP, an MS project licence, membership on a distribution list, member of an MS Teams site, etc.

Without HelloID Service Automation, this is a manual, labour-intensive and error-prone process. With Service Automation, these kinds of additional tasks are also automated.