SCM Password Rest

Agenda

Introduction and Context:

As part of the IT support team's daily responsibilities, we grapple with an overwhelming influx of emails requesting password resets and unlocking of SAP user accounts. These routine tasks have become a substantial portion of our duties, causing discomfort and frustration among our colleagues. Unfortunately, the continuous stream of support requests significantly hampers our ability to manage other critical tasks effectively. Consequently, these recurring support tasks lead to frustrating delays in processing SAP transactions, increasing our workload and rendering our work increasingly challenging.

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Navigating Challenges:

- IT support team faces challenges due to continuous password reset and account unlocking requests.
- Routine tasks consume significant time and resources, impacting team efficiency.

- Recurring tasks hinder productivity, affecting the handling of essential duties and SAP transactions.

Crafted Solutions

RPA Implementation for IT Support	Automation of Routine Tasks	Efficiency Improvement	Self-Service Functionality
• Tailored RPA solution adopted by the IT support team.	• RPA integrated to automate password reset and account unlocking processes in SAP.	• Streamlined routine tasks, reducing time and resources required.	• RPA-enabled systems introduced self-service for password resets, empowering users and reducing the support team's workload.

Realizing Results

01

Efficiency through RPA:

RPA adoption led to a 60% reduction in time for routine password resets and account unlocks.
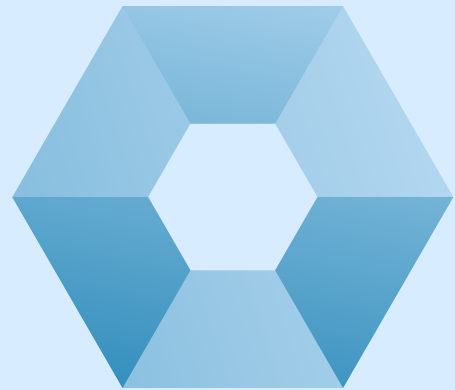
02

Refocused Priorities:

Improved efficiency enabled the team to refocus on critical tasks and reduce delays in SAP transactions.

03

User Empowerment and Productivity:

Self-service options decreased support tickets, enhancing overall team productivity.

Client Testimonials:

IT Support Specialist:
RPA implementation was transformative for our team. Automating routine tasks saved time and significantly improved our productivity

IT Manager:
The integration of RPA in our support processes has been a game-changer. It reduced workload burdens and empowered users to handle certain tasks independently.

Get In Touch

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