



REDWOOD ROBOTICS™ SOFTWARE IN ITOPS: ROBOTIC TICKET HANDLING

Every IT operations department experiences the same thing: Too much time is spent on firefighting and not enough time is spent on value-adding work. One of the most time-consuming activities is having to respond to tickets coming into the ticketing system.

A large percentage of these tickets are system-generated and can be handled in a standard way. But they still need to be sorted out by humans interacting with the ticketing system and manually resolving the issues. In addition, many of the issues raised by users are common and can be addressed easily.

The traditional, manual way to handle these tickets leads to risks, costs and wasted time. Manual processing also leads to compliance issues, as there is no watertight record that proves all tasks were performed correctly.

In addition, operational excellence is at risk, as manual processing inevitably leads to errors and long completion times. All stakeholders need to be able to trust the process outcome to be 100% correct, with an audit trail to back it up.

ROBOTS TO THE RESCUE



Redwood Robotics™ software can automate the handling of up to 100% of tickets. This leaves more time for your customer team to dig into more complex tickets and add value to the support process. You will achieve 100% compliance and error-

free ticket handling, as well as meet your SLAs to the internal customer with a full audit trail of all actions taken.

Imagine what robotics could mean for your IT support department beyond ticket handling automation.

FEATURES



Redwood Robotics™ software for ticket handling can be fully integrated into your ticketing system to automatically run a robotized process to handle tickets. This process will start at the moment the ticket is created and comply fully with ITIL procedures, creating a full audit trail of all actions taken.

Redwood is able to robotize up to 100% of ticket handling by combining several capabilities into one robotized process. Some of the features of our ticket handling solution contain two-way integration with SAP Solution Manager

and ServiceNow, along with integration with all common systems like SAP, Oracle EBS, AS400 systems, Windows/Linux/Unix servers, and cloud applications like Oracle Fusion and Workday.

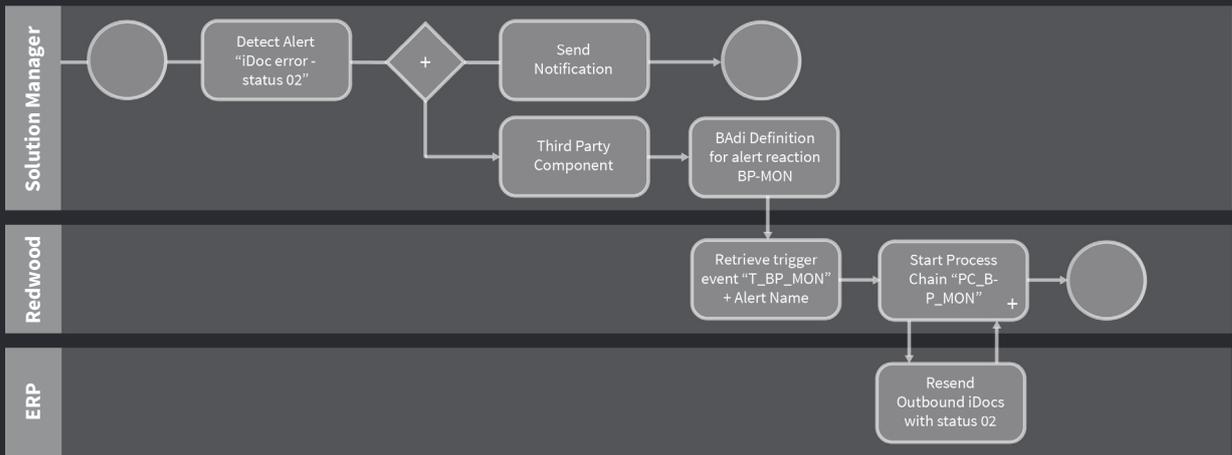
There's also integration with ETL tools like BizTalk and Informatika, iDoc management, Excel integration and others. In addition to integration with the entire IT infrastructure, Redwood provides workflow for authorizations, business rules engines for complex processes, and dashboards for full transparency and user interaction.

EXAMPLES

For instance, imagine a request from a project member to provision a copy of your ERP data in a cloud environment, fully robotized. Or network resources monitored to prevent errors from happening in the first place, with automated preventive

measures, fully robotized. Our robots can automatically stop and start servers in a scheduled way or in response to common problems that require restarting an environment.

OUTBOUND IDOC RESTART



EXAMPLE 1: RESOLVE IDOC ERRORS AUTOMATICALLY



Passing customer data between multiple SAP systems is a crucial part of business process, but when IDoc errors occur, vital data can fail to be delivered to the required components.

With RobotTOPs, simple errors—like a missing field value—don’t grind your systems to a stop. The robot simply fills in the missing field, validates the IDoc and resubmits it.

If the error is gone, the incident is solved. If not, ITops automatically escalates it to a member of your team for immediate attention. It’s easy to see how robotized

verification and correction for processes like matching invoice numbers against PO numbers could save you countless hours.

All the bottlenecks that slow down your workflow can be streamlined, whether that’s automatically restarting your process information services based on alerts, handling your business process monitoring, or providing technical monitoring solutions such as automated user log-off. Our RobotTOPs can even restart non-SAP applications based on service alerts.

EXAMPLE 2: PREVENT DATABASE LOGFILE ERRORS



Stopping errors before they happen is the key to efficiency. A single incident can lead to hundreds (or even thousands) of errors in a short amount of time. Do your systems ever stop running background reports or jobs because the file system is full?

Our robots detect these issues in real time, stop any initiated background jobs and fix the errors. Then the robots clean the file system, release the background processes and inform a member of your team about the incident so you can perform root cause analysis and prevent the issue happening again in the future.

Over the past 25 years, Redwood has successfully automated up to 100% of our clients’ processes. We deliver faster, higher-quality results and reduce the cost and effort of carrying out repetitive maintenance actions. That means the IT department can do better things with its time.

