oomnitza

If Your IT Needed an All-Star Team, It Would Probably Look Like This...

Introduction

The way we work has changed over the recent past, putting new and unexpected demands on IT service delivery and management. IT teams are creating holistic platforms that integrate multiple siloed systems and give IT powerful capabilities to automate repeated tasks and improve and augment IT service delivery and management.

For today's IT leaders and their teams, offering white-gloved service to employees in any industry is table stakes. Employees are used to managing their own personal IT quickly and easily, with automated device and system updates and service catalogs that self-manage in app stores. They are used to running their own online services like Gmail or Zoom or Office365—and will default to those services unless the corporate IT offerings are on par and just as easy to use. At the same time, HR teams expect IT service delivery and management to integrate seamlessly with hiring and offboarding, creating a stellar digital experience (DEX) for employees.

For IT teams, delivering these capabilities is increasingly complicated. The number of devices and systems under management has skyrocketed, with most employees now relying on dozens of applications across multiple hardware components and cloud services to do their daily jobs. Service catalogs must include self-service

If Your IT Needed an All-Star Team, It Would Probably Look Like This...

comnitza

offerings and DIY provisioning for hundreds or even thousands of items across hardware (smartphones, laptops, tablets), peripherals (monitors, keyboards, mice), downloadable software (productivity, design, marketing, engineering), and cloud infrastructure (IaaS, PaaS, SaaS).

For organizations leveraging devices across an ever-expanding attack surface, an additional layer of service desk requirements are included that may add remote monitoring and field service or replacement to the long list of IT needs. In addition, smartphones and laptops are increasingly either BYO or shared between personal and enterprise use. Personal and corporate services and software are viewed interchangeably as workers focus on using whatever service is easiest to complete tasks. This adds requirements with regard to privacy and lifecycle management, as well as complexities around compliance and auditing.

Specifically, today's IT environment creates four problems for service delivery and management:

1

Increased work effort and lack of scalability
The disconnected and siloed state of IT service delivery systems requires managers and helpdesk agents to constantly flip between tools and to perform manual tasks moving and collating data across systems. This creates considerable (avoidable) work and inhibits the scalability of IT service delivery.

2

Security risks
Disconnected systems with poor observability and lack of automation result in increased security risks. IT also has trouble setting policies across device types and platforms, creating risks of poor security hygiene from unsafe employee behavior. In this environment, it is challenging for IT to quickly determine who owns a device or service, where it is located, and it's status.

3

Poor employee experience
Because the service desk has poor visibility and struggles to move quickly, employees also suffer a poor IT experience. They are often in the dark about the status of their service request and may be forced to submit tickets in multiple formats or to multiple systems. Alternatively, they submit email requests but are beholden to swamped IT service desk personnel to respond with manual information pulls about status or resolution.

4

Lack of visibility for the service desk
From the CIO down to the IT helpdesk team, the disjointed and rapidly sprawling nature of modern IT environments makes it far more difficult to see around corners and plan. In addition, it can create challenges in putting together a full picture of what is actually happening with both hardware and software, and what trends should be monitored.

oomnitza

To fix these problems, IT teams must leverage agile, flexible technology platforms to automate key tasks and empower employees to obtain the IT services they need when they need them. For its part, IT must tightly integrate different tools and point solutions to create holistic capabilities for service delivery and management, breaking down silos and barriers to productivity. This means building platforms that can easily and intuitively create workflows and automation spanning IT service management and delivery, IT asset management, human capital management, HRIS, finance, compliance, and audit functions.

To build a holistic enterprise technology management (ETM) practice that elevates IT service management and delivery, IT teams need flexible, extensible, cloud-based technology solutions that provide bi-directional data flows and robust back-end automation. Oomnitza integrates natively with SysAid, creating an asset management database of record and powerful workflow automation engine that pairs with SysAid's service delivery and management layer to create a superior user experience while simultaneously simplifying service and asset management for IT teams.

The Rich Capabilities of SysAid

SysAid is a service automation company that provides software for IT teams to control all aspects of service management. From ticket sorting through workflows which eliminate the need for manual repetitive tasks, and empowerment of users to resolve common IT issues. SysAid service automation enables faster service, lighter workloads and smoother experience for admins and users alike. And beyond IT, wherever there is a service—from HR to Procurement—SysAid makes things run smarter.

SysAid offers a host of capabilities, including self-service automation for password reset and one-click issue submissions to give employees the smooth experience of instantly resolving common IT problems on their own. SysAid also allows users to automatically record and submit screen captures/videos—in order to help IT agents see the problem through the eyes of the employee and achieve better resolutions. SysAid automatically sorts and assigns new tickets to the correct IT resource. By including all asset data and records with each new ticket, SysAid brings all the information that an IT desk agent needs to view the entire picture. Each agent or team can also configure their own UI to maximize productivity and comfort.

oomnitza

SysAid Service Automation

For 20 years, as IT has evolved, SysAid has partnered with more than 5,000 organizations to help them overcome their challenges and prepare for the future. It has progressed from managing ticket queues according to ITIL best practices, to introducing workflows and automation. Today, with service automation, SysAid does the heavy lifting with ticket automation, task automation, self-service automation, and workflow automation.

Ticket Automation

Every single incoming ticket is automatically categorized, prioritized, and assigned to the most appropriate person or resolution group within the IT organization. Capabilities include automatic:

- Routing rules
- Escalation rules
- Due dates
- Prioritization
- Reminders and notifications

Task Automation

Fully orchestrated service delivery across all departments—at the push of a button. Automated workflows reduce the amount of repetitive, mundane, and error-prone work so IT has more time to be productive in tasks that they love, while increasing end-user satisfaction.

A common usage is with user management—whether it be with Microsoft Active Directory or Microsoft Azure. There is always a need to create/remove users, add/remove users to/from groups, add/remove licenses to/from users. With SysAid, these tasks are easily automated, with a full audit trail.

Self-Service Automation

With self-service automation, employees enjoy the same smooth experience at work as they do anywhere else.   They just click, search, or chat and it's done.

SysAid's Self-Service Portal allows end users to submit tickets, engage in chat, track ticket history, and use the knowledge base to perform self-service actions. And the Service Catalog makes it easy for end users to access all available services.

Workflow Automation

Manual, complex tasks that involve a myriad of applications and departments can be turned into a smooth digital process from start to finish.

SysAid's visual Workflow Designer enables IT to design and edit workflows without coding or scripting.

Complex flows like employee onboarding run all on their own, with just a click.

comnitza

FASTER RESOLUTION OF TICKETS
Since IT admins can customize workflows to take care of manual tasks, SysAid lets help desk and support focus on fixing the actual problems, helping them resolve tickets faster.

LIGHTER IT LOAD
Since SysAid empowers employees to solve IT issues on their own, the IT team can head home early!

SMOOTHER EMPLOYEE EXPERIENCE
Employees can get service using the tools of their choice, within their work environment —for example, in Microsoft Teams.

How SysAid Helps

The Results of Using SysAid

With SysAid, IT teams can dramatically improve their efficiency, allowing them to process more tickets with the same headcount while improving team and employee satisfaction. SysAid strives to create an experience on par with consumer software platforms and allows IT service desks to tailor their digital experience to meet specific needs.

Overall, SysAid helps IT teams and help desks:

- Resolve tickets faster, with fewer repeat submissions
- Improve the productivity and quality of work of IT team members
- Capture, analyze, track, and communicate IT metrics and impacts

- Simplify and streamline end-user experiences
- Reduce manual work (and errors) by IT teams
- Enable self-help solutions and empower end users
- Improve IT team capacity planning and team management

What Is an Enterprise Technology Management Solution?

Modern, holistic ETMs are meta-systems that connect all point solutions used for different lifecycle tasks to create a single system of record, management, orchestration, and compliance. What makes ETM so powerful is a bi-directional aggregation, publishing, management, and orchestration layer that works across all departments in an enterprise. ETMs take data from MDM, CMDB, SAM, HAM, ITAM, HRIS, ERP, and security sub-systems with relevant information about technology lifecycle, status, and usage and create a single data record source for IT assets.

With rich APIs and extensible connectors, ETMs can power workflows that automate key IT-related processes.

Full-lifecycle tracking
Designed for extensibility and agility, ETMs easily integrate with OEM and distributor systems to start technology tracking from the moment the PO is signed. By connecting across all the sub-systems, ETMs can follow the status and path of any endpoint from provisioning to refresh to retirement.

Compliance and auditing automation
By crossing silos and enabling comprehensive near-real-time endpoint tracking, ETM can deliver repeatable playbooks for compliance and auditing of IT infrastructure.

Streamlined employee onboarding
By creating workflows that enable device and endpoint provisioning and onboarding as part of an automated process, ETM can remove multiple steps from onboarding.

Enhanced IT security
Because ETM discovery is continuous and agent-less, security teams can constantly survey their IT landscape for potential endpoint-based risks and anomalies such as lack of encryption, lack of endpoint protection, or anomalous behaviors. Part of this discovery is enabling security teams to remain abreast of all security processes required to improve the security stance at each lifecycle point in an endpoint's journey.

Employee experience
ETM can provide insights for employees into all their technology requests and the lifecycle status—from the status of a repair to time-to-refresh to the status of purchase requests for a new SaaS tool. ETM can also make the lives of all employees having to work with or track asset lifecycles better by giving them an easy way to see and track technology data and eliminating manual tasks.

Smarter procurement and reduced spending
Pulling granular and fresh data on the lifecycle status of all endpoints can help procurement teams shift to more proactive planning. ETM optimizes purchasing activity to map precisely to accurate lifecycle data that is reconciled rather than estimated.

oomnitza

Unlike point solutions, ETM systems are designed to ingest and clean API data from sub-systems and then present a unified, accurate, and trustworthy view of every IT endpoint. In addition, ETMs are agentless (collecting data via other installed agents) and require minimal integration work. This flexibility and extensibility are crucial for addressing   the full spectrum of lifecycle challenges because new classes of technology appear continuously. For full asset lifecycle tracking and orchestration, ETMs can deliver the following capabilities:

How the Oomnitza ETM Enhances the SysAid Admin and User Experience

Deployed by hundreds of enterprises and organizations for full-spectrum IT lifecycle management, Oomnitza integrates with leading ITAM, HRIS, ERP, cybersecurity, compliance, and governance systems. With SysAid, Oomnitza has a native integration and offers bi-directional data flows, a unique capability. This empowers IT teams using SysAid with Oomnitza to continue to use their standard SysAid workflows while automatically populating the Oomnitza system with accurate, updated information. By extension, this allows Oomnitza to simultaneously generate multistep, cross-silo bi-directional workflows, updating data stored in SysAid and other systems.

Oomnitza puts all technology intelligence and usage data into a broader enterprise context for analysis, management, and workflow automation across silos for IT leadership, procurement, HR, finance, and compliance teams. The integration also enables holistic views and orchestration of IT consumption, endpoint status, and deployment at the level of the individual, business unit, or team, role, geography, or status. With SysAid-Oomnitza integration, IT teams gain greater control over their full enterprise technology portfolio for improved security, compliance, logistics, financial management, and user experience. The integration allows you to:

- Improve holistic visibility, analysis, and reporting capabilities of IT
- Allow teams to work across silos to solve problems for employees more easily and quickly
- Eliminate significant manual labor for IT teams
- Increase security and minimize data loss by immediately spotting and neutralizing anomalous behaviors

oomnitza

- Create repeatable playbooks for previously manual tasks such as IT audits and procurement reports

- Quickly associate an endpoint with all other assets (hardware, software, cloud) available to the owner or team associated with the specific technology

- Creating holistic views of employees, teams, groups, geographies, or business units across software, hardware, and cloud infrastructure

Use Case 1: Cross-Silo Integration

This is a core usage example that underpins all other benefits and use cases. Oomnitza supports bi-directional data flows, unlocking much greater productivity gains and allowing for far more creative adaptations to bespoke use cases. By integrating SysAid and Oomnitza, organizations can integrate across multiple silos to enable more detailed workflows and allow for better visibility and holistic views based on roles and stakeholder requirements. More specifically, cross-silo integration enables:

- Visual workflows to integrate across multiple IT systems and systems in HR, Finance, Legal and Security

- Improved accuracy and massively reduced manual labor for IT audit and compliance checks

- Easy integration of new data sources through Python-based connectors on Oomnitza

Use Case 2: Employee Experience

By integrating SysAid and Oomnitza, IT teams can improve the employee experience in a number of ways:

- Allow for employees to chat information requests and receive responses enabled by bi-directional data flows between SysAid, Oomnitza, and other systems

- Automatically update employees on requests and ticket status

- Streamline onboarding tasks by automating data entry and providing low or zero-touch onboarding

Use Case 3: Measurement and Reporting

By integrating SysAid and Oomnitza, IT teams can augment and improve measurement and reporting on multiple vectors:

- Improved data accuracy and timeliness through automated data capture and cross-system

If Your IT Needed an All-Star Team, It Would Probably Look Like This...

oomnitza

propagation of data

- Enabling one-click creation of detailed reports and dashboards customized to role or tasks
- Creation of repeatable playbooks for measurement and reporting tasks that integrate SysAid and other system data

Conclusion

Oomnitza's Enterprise Technology Management Combined with SysAid's Automated ITSM Solution Gives IT the Control Needed for Staying Ahead of a Complex and Dynamic Ecosystem

To stay ahead of employee demand and allow IT teams to focus on more important cognitive tasks rather than manual rote work, CIOs and their IT managers need to break down silos between systems of record. This can only happen with smart, agile, and easy integration capabilities, specifically that offer bi-directional data. SysAid integration with Oomnitza provides faster time-to-value and greater flexibility and agility than legacy systems. Next-generation ETMs, like Oomnitza, are designed to tackle modern problems in modern ways—unifying management of all technology types into a single platform of record and creating a single layer for orchestration, automation, reporting, and visibility.

For its part, SysAid creates the value-added layer of user experience excellence both for employees seeking to address their IT needs and for IT teams looking to automate manual tasks, as well as for organizations looking to build workflows that improve productivity through cross-department integrations. Together, Oomnitza and SysAid provide the front and back-end foundation for a holistic, secure, and employee-centric digital experience that saves money and time while improving productivity.

About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.
Learn more at Oomnitza.com.

oomnitza