Hyperautomation Guide for IT 2021.

Welcome to a spreadsheet-less IT world!

The telecom industry is one of the most highly regulated industries. It has a cost associated with everything it does, including executive salaries, office space, and IT maintenance.

For this reason, many telecommunications providers are looking to automate a number of business processes that may be time-consuming or require employees who are expensive to hire.

Automation has been around since the early days of computing with punch cards in IBM's 1950's era computers and teletype input/output (TTY) interfaces on mainframe systems through the 1960s. Today it's everywhere from ATMs to self-driving cars.

But what if we could take this one step further?

This type of automation we are mentioning is known as hyper automation and there are many benefits to it:

▶ You will not have any manual tasks once you install your robotic process automation tool.

▶ You will see an increase in employee productivity because they will be able to focus on more complicated tasks.

▶ Your company can save money by eliminating low level jobs such as data entry clerks or call center operators.

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Hyperautomation is an evolving technology

which requires an upfront investment in time and resources from your team as well as continual investments in budget for training on how to use it effectively.

It is a model where IT departments can create self-service portals and workflows, which automate manual tasks such as provisioning new devices or managing network access by leveraging Artificial Intelligence (AI), Machine Learning (ML) & Big Data Analytics.

Hyperautomation works by using a set of pre-existing rules to automatically execute tasks without the need for human input. For example, IT departments might use hyperautomation to take over routine operations such as server management and monitoring, software upgrades, patch deployments or configuration changes - all while improving efficiency and reducing costs.

Having machines do this work saves time on retrying processes that were done incorrectly from the start which means less labor hours are required throughout the day during these automated periods.

> ## And, coming from us, it's safe to say that most companies are able to save between 15% and 30% in expenses.

TEM

Telecom Expense Management can be complex; it requires ongoing effort from many stakeholders throughout an organization.

Managing these various processes has traditionally been done through manual tasks but automation tools simplify this work while delivering better results than previously possible in large organizations with the support of machine learning capabilities that are enhancing all aspects – including decisioning on what needs to happen next as well as when proactive measures need taking place - giving companies hyper automated telecom expense management solutions.

This can make a real difference when rapid change is required or where there's risk from new competitors entering markets due to digital transformation opportunities.

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Significant cost savings will be seen through reducing the high costs associated with manual task execution which may often include hiring additional staff who will need training for these new processes.

Hyperautomation for telecom expense management is a way to make your business run more smoothly.

The benefits of hyperautomation for TEM are many:

▶ Increased operation efficiencies.

▶ Improved customer service processes.

▶ Better decision making capabilities plus faster response times - all at lower operational cost.

▶ Reducing the human effort in manual tasks.

▶ Reduction in errors and an increase in productivity while saving time, money and resources that would otherwise go into managing employees who manually perform these routine activities.

MMS

For MMS, hyperautomation means outsourcing tedious and time consuming tasks like remotely wiping lost devices from sensitive data without any human intervention.

You can use hyperautomated platforms that offer tools such as:

● Robotic process automation
● Artificial intelligence & machine learning which optimize your business processes with Automated scripts so you save on employees salaries
● Desk space for management staff
● Wait times when implementing new services/products, etc.

1. Hyperautomation process for MMS **starts with an automated request from your customer** – either through a mobile app or web portal - **which triggers an immediate response from the service.**

2. **The platform collects data about requirements,** and then automatically creates a ticket in the back-end system.

3. **Machine Learning models are used to suggest solutions**, which can be merged with customer feedback.

4. **One of our team members will review every request** through an automation engine that supports interactive scripts for each step in the process.

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Hyperautomation can be used with MMS by helping improve business processes such as server management and monitoring which will lead to fewer manual tasks needed through intelligent software deployed at the enterprise level.

The benefits of hyperautomation for MMS are many:

▶ Less manual tasks

▶ More time spent on innovation

▶ Greater ROI from investments in IT (manual costs like salaries, desk space)

▶ Higher quality services/products delivered quickly with hyper-automation.

CLOUD & SAAS

Hyperautomation for Cloud Management and SaaS is a process whereby the manual tasks are transferred into software, machines or other automated systems to improve productivity. This includes how cloud management departments work, what benefits of hyperautomation? How does hyperautomation help with those departments?

Your company should be able to integrate it with your existing TEM while embedding the current business process in the platform workflows so your team can report and operate the cloud without problems.

Asignet's Hyperautomated Cloud platform solves this problem with a tool called Wayfast, which is a Low-Code Rapid Application Development (RAD) Platform designed to guarantee the full cycle of web and application development with an integrated workflow/BPM engine.

One of the many benefits of Wayfast is that it enables Asignet to quickly create forms and business workflows for the user, and enhances this initial process version by adding complex integration functions and/or transforming the web form into a sophisticated web app.

The goals behind this process are typically cost savings by reducing overhead costs such as labor, travel expenses, office space rental fees, etc. as well as the ability to scale up and down quickly on demand in order to increase productivity rates.

The key is to focus on automating high value work while allowing humans to take care of what really matters which includes strategizing where automated systems can be improved so they scale better over time.

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This process will contribute greatly towards digital transformation goals because companies can use these tools from start to finish without requiring human intervention thanks to AI capabilities – thus saving both money and resources.

This is not to say that automation will replace jobs in all sectors of an organization, as human intervention may be necessary when it comes to compliance or emergency situations. However, when used correctly and with proper oversight from management who understand how their staff operates on a day-to-day basis, these new technologies can help reduce the need for human intervention in the workplace.

This is a win-win situation, as it delivers an improvement to work flow inside of an organization while simultaneously freeing up staff from time-consuming manual tasks and enabling them to spend more quality time with their families or pursuing other endeavors outside of work.

ITAM

Proficient workforce availability, affluence of raw material sources, financial stability, and suitable industry environment has been strengthening the IT Asset Management market's support points in the global market structure.

Due to the high consumption of the ITAM software in the worldwide market, the current demand for the main product is relatively large in the industry. With consideration of the global economic situation, the ITAM market growth has been highly increased from the last decades and it will also grow rapidly in forthcoming years.

IT Asset Management has typically been viewed as an operational solution that enables an enterprise to properly document IT assets along with associated contracts, license agreements, and disposal information.

> **However, in recent years, this has become an important part of an overall security strategy for many agencies after several highly publicized security breaches.**

Incorporating Hyperautomation into next-generation ITAM solutions will also help organizations in the IT Industry that are struggling to meet IT asset management objectives due to limited resources.

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Next-generation IT asset management solutions will minimize or eliminate manual, redundant tasks required for self-audits by incorporating Hyperautomation technology. As a result, internal auditors can spend more time focusing on results instead of operational tasks. Auditors will evolve into analysts, interpreting results and providing insights to the agency

Hyperautomation for IT Asset management helps to achieve faster and more accurate results with fewer manual tasks involved.

Businesses that take advantage of this technology can **automate their entire business processes**, which in turn brings benefits like cost savings, digital transformation, machine learning/artificial intelligence, and business process automation.

Automation platforms can also be used to create solutions that automate manual tasks in **IT Asset Management** through use of digital technologies like software as a service (SaaS) or cloud-based services such as the ones offered by Asignet.

The benefits for businesses include:

▶ Improved productivity with overall lower costs.

▶ Increased customer satisfaction due to faster response times.

▶ More time is freed up because there are fewer people doing mundane tasks which can now be automated via technology tools like voice recognition software or data collection devices.

ITSM

IT service management refers to a set of tools and technologies that help organizations manage the use of mobile devices on their networks. The tasks involved include deploying security patches for operating systems and applications across all users' devices as well as managing those devices remotely if they are lost or stolen.

Hyperautomating your management and software as service processes not only saves you time and money, but also improves the quality of your services. This is an advantage that can't be ignored given today's global competition for enterprise customers.

As the technology of hyperautomation is becoming more advanced, it has become a common tool in IT service management. This technique can be used for both physical and electronic items across different industries such as retail, banking, or travel.

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Some benefits associated with Hyperautomation for IT service management:

Robotic Process Automation is a very accurate process that can not only automate tasks but also provide reports and metrics to verify compliance. This includes rules about expense management like the number of receipts an employee should submit per trip for example which might be difficult or time-consuming to enforce manually.

Automating one task within an organization will often lead other departments in the same company who are using different processes dependent on this first department's success with RPA automation. For example, if finance manages their expenses through RPA then human resources may want to consider automating theirs as well since they share data with each other regularly.

With a human, tasks are executed exactly as they're written but with hyperautomation this is not always the case because of the flexibility it provides for nonlinear processes or long repetitive process chains that need to be broken up into multiple steps.

ABOUT ASIGNET

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Asignet is the technology and automation leader of Telecom & IT Lifecycle Expenses Management utilizing its patented RPA Robotic Process Automation platform. The Asignet platform builds and monitors telecom, SaaS, Cloud, IT billing, inventory, and usage, helping global enterprises to optimize, secure, and manage all IT assets and their expenses.

Get Started with Hyperautomation

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