

Bridging the gap between technology and users

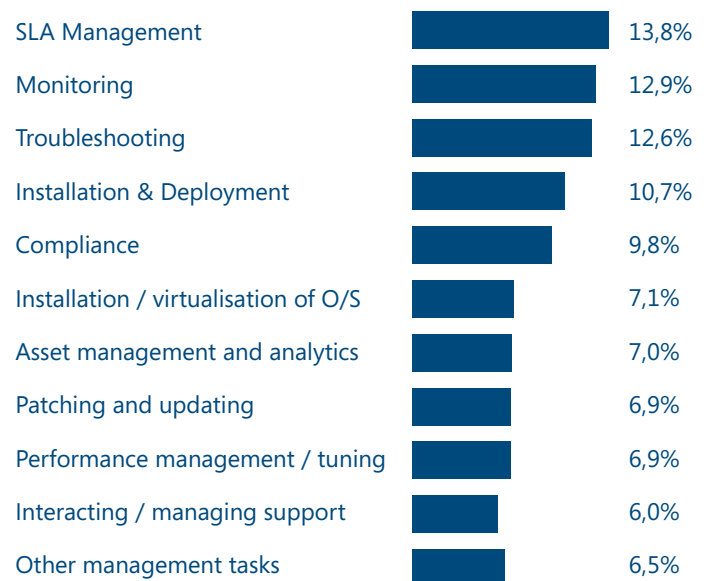
EFFICIENCY GAINS AND COMPLEXITY REDUCTION:

Due to the complexity of infrastructure and demands for increasing efficiency, IT departments are facing new challenges. At the same time, new compliance requirements are being developed that require the traceability of IT tasks. In spite of increasing specialization, departmental budgets are usually not increased.

The key to these new challenges is automation and delegation of recurring tasks and routine activities with PowerShell in IT operations, which in many ways are still in their infancy.

Studies, such as „Optimisation drives digital transformation“ from 2017 of the IDC, show that IT employees work 30-40% daily on recurring routine tasks and therefore do not have the freedom to drive projects and move the company's IT forward. Adherence to SLAs, the expectation of ever shorter reaction times and higher quality as well as the desire for higher efficiency in IT operations can only be achieved by IT teams in the future with the help of automation and delegation. This is the only way to make space for business-driven IT projects.

TASKS OF IT-EMPLOYEES IN PERCENT



Source: IDC Newsletter „Optimisation drives digital transformation“ 2017

COMPARISON OF CASES FROM OUR CUSTOMER BASE

Case	Done by Admin (2nd/3rd Level)	Delegated with ScriptRunner to ServiceDesk, TeamLead or EndUser
Creating an user in AD	5 min	1 min
Reset User Password	2 min	1 min
Change User Props	4 min	1 min
Change of permissions	5 min	1 min
Create Mailbox	4 min	1 min
Change Mailbox Props	5 min	1 min
Set Out-of-office	not available	1 min Service Desk or TeamLead
User Statistics	10 min	0 min Service Desk (automatically)
Mailbox Statistics	10 min	0 min Service Desk (automatically)

Most of the cases are already included in the ScriptRunner Action Packs. By using the Action Packs you avoid 50 up to 250 hours script development time.

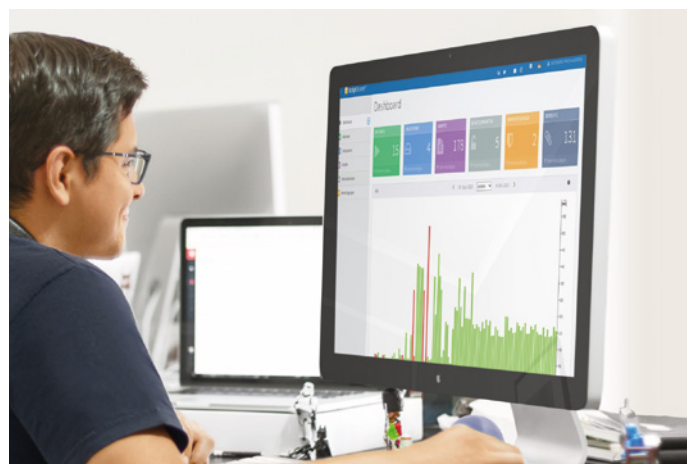
TWO STRATEGIES, TWO VERY DIFFERENT RESULTS

There are two fundamentally different approaches of designing an automation strategy:

- **Top-down strategies**
- **Bottom-up strategies**

The **top-down approach** focuses on solutions and products for the full automation of the entire IT infrastructure and its processes are, primarily, driven by visions. Operative requirements and general conditions are often completely sidelined. This regularly results in very large and complex projects, where discussions and results take place especially at meta-levels.

The **bottom-up approach** is basically based on the operative requirements and hotspots in IT operations and provides fast improvements, focussing on an agile approach. However, it is crucial not to restrict the future viability of solutions and products.



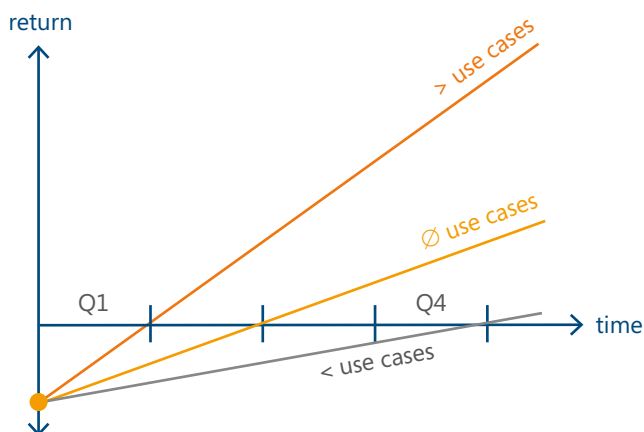
Bottom-up strategies are based on a pragmatic approach, simpler platforms, clear projects and significantly lower costs distributed over the transformation process.

ROI BETWEEN 6 - 9 MONTHS

Fast results – ScriptRunner pays off. With the help of automation and delegation it is possible to perform many more standard operations in less time. With our ScriptRunner Action Packs (PowerShell-Script-Collections for typical routine activities) you have access to an effective Quick-Start help. You can perform routine tasks immediately, delegate them and thus complete them faster. According to our experience, ScriptRunner allows you to achieve rapidly progressing results from the very start.

RESULTS

- Avoid an average of 50 to 250 hours script development time, depending on the initial situation, with the Action Packs
- Time savings of two to four hours per administrator and week through 100 % reproducibility of tasks with scripts
- Time savings of three to five hours per administrator and week by delegation of tasks to service desk or within IT teams
- Additional time savings due to the avoidance of set-up times for interruptions, reworking as well as for additional troubleshooting potentials

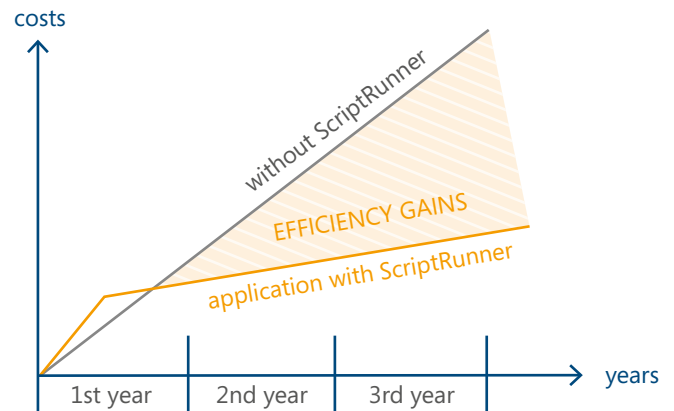


BOOK YOUR FREE TEST

- 1-hour preparation on your part
- 1-hour personal web session
- Immediately use ScriptRunner productively

REDUCE YOUR TOTAL COSTS

With ScriptRunner, you reduce your total costs for recurring tasks and processes permanently and achieve sustainable efficiency gains. The investments in ScriptRunner and the implementation of the use cases has a fast, positive effect on the total costs for routine tasks.



SELECTION OF OUR REFERENCES



Learn more about ScriptRunner:
www.scriptrunner.com/en/advantages-team-leader/

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