FLOWSTER

AUTOMATION GUIDE

FROM USE CASE TO BUSINESS CASE

WHAT IST THE AUTOMATION GUIDE?

The FLOWSTER Automation Guide helps IT managers to identify and profitably implement automation potentials. With a holistic and comprehensive methodology, the Automation Guide as a consulting concept identifies possible use cases for automatable business processes in the area of IT services and points out new potentials. This includes both already known use cases as well as previously unnoticed areas. In addition to the technical feasibility for automation, the implementation is also evaluated commercially so that a concrete consideration of the cost and/or time savings per use case is possible.

USE CASE IDENTIFICATION AND PRIORIZATION

What automation potential is available in the company? For this purpose, the identified use cases are divided into categories and prioritized.

TECHNICAL FEASIBILITY OF THE USE CASES

To what extent can the use cases be implemented technically and which interfaces are necessary? Manual steps are also taken into account.

EFFORT ESTIMATE FOR THE IMPLEMENTATION OF THE USE CASES

How high is the effort for the technical implementation of the use cases? This results in a further prioritization of the importance of implementing the use cases in workflows.

(ROI) CALCULATION COST AND/OR TIME-SAVINGS

At what point does the use case implementation pay off? Manual efforts are compared with the implementation of the use cases in workflows and the throughput time. This results in the savings.

BACKGROUND

Many companies are aware of the need to automate their IT infrastructure. In this context, however, there are different starting points for those responsible for IT. On the one hand, they only have a rough idea of the areas that can be optimized, while on the other hand, they already have precise ideas about which use cases exist and should be automated.

In both cases, however, it is often not known which overarching use cases can be automated at all and how this can be done in concrete terms. As a result, many companies are wasting enormous potential for cost savings and increased efficiency.

GOALS

RESULTS

UP TO 500 USE CASES

30 TO 40% SAVINGS POTENTIAL

UP TO 30% MORE EFFICIENCY

UP TO 80% DEGREE OF AUTOMATION

UP TO 80% HIGHER QUALITY

UP TO 100% STANDARDIZATION

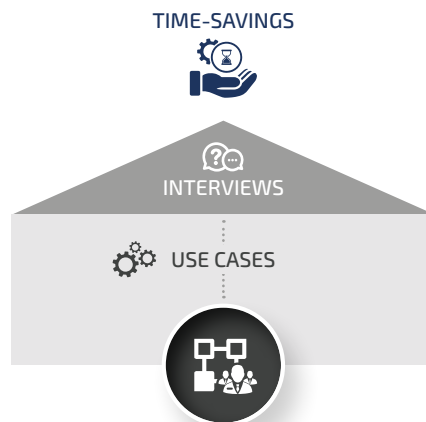### HIGHER AVAILABILITIES

TRACEABILITY AT AUDITS

TOP DOWN

The Automation Guide in the Top Down approach analyzes the complaint and ordering processes at the IT level. It provides a comprehensive view of frequently occurring errors (incidents) which, in addition to unnecessary costs for IT departments, also mean significantly higher follow-up costs due to downtime for the entire company. The errors uncovered in this way can be avoided or reduced in the future through automation, and the resources freed up as a result can be used more sensibly for root cause analysis.

BOTTOM UP

The Automation Guide in the Bottom Up approach looks at possible use cases in the individual departments on the basis of technical interviews. In open workshops, both already known use cases and previously ignored areas are identified. In addition to the technical feasibility for automation, the implementation is also evaluated commercially, so that a concrete consideration of the time savings per use case is possible.

APPROACHES

INCIDENTS

ANALYSIS

COST-SAVINGS

TIME-SAVINGS

INTERVIEWS

USE CASES

This factsheet only gives you a first impression. You want more details?

For details on goals, deliverables, and process, as well as examples, see the complete Automation Guide.

TO THE COMPLETE GUIDE

EXPERIENCE REPORT FROM THE PRACTICE

The Automation Guide formed the basis of an IT automation project at Würth Elektronik eiSos GmbH & Co. KG to identify potential automations and thus drive the holistic automation of IT infrastructure processes.

Joachim Süpple (Head of IT) and Denis Schlumpberger (Team Leader IT Backoffice Systems) explain how they have implemented holistic concepts and methods for IT automation.

Interview at computerwoche.de

READ INTERVIEW

AUTOMATE IT Hamburg 2018

DOWNLOAD LECTURE

IT AUTOMATION MADE IN GERMANY

FLOWSTER Solutions offers overarching software products and solutions for the holistic automation and orchestration of data centers and cloud infrastructures. With end-to-end automation for c omplex enterprise environments as well as highly integrative and sustainable complete solutions in all IT areas, FLOWSTER Solutions creates decisive competitive advantages. Comprehensive services also open up new innovation potential and secure the future of your company in the age of digitalization.

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