


SymphonyAI Service Automation

Unlocking Millions in Savings: Workflow Automation for a Global Connected Car Leader



Key benefits delivered

\$1.3M 
Cost savings annually

65K 
Support hours saved

98% 
Automation success rate

Customer details

Customer: Global leader in connected car technologies and electronics.

Employees: 35000 global end users at 200 locations in 30+ countries.

Solutions: IT Service Management, IT Asset Management, Discovery, Digital Agent and Service Automation.

Challenges

- Primarily, the complexity of integrating multiple systems for employee onboarding—such as Active Directory, O365, payroll systems, and communication tools—posed significant challenges. These included issues with endpoint software installation, compatibility, scalability, security, compliance, and minimizing user disruption.
- Additionally, process and business complexity were impeding the company's ability to meet its growth goals. Customers were dealing with over 200 incident categories, prolonged and non-compliant SLAs, and an outdated service desk tool attempting to manage 10 different change management processes, three release processes, and 10 separate Excel-based data collection methods to determine asset positions. Furthermore, there were varying approaches to managing incidents, problems, changes, and releases, contributing to operational inefficiencies.

[Click here to read the full case study](#)

SymphonyAI Service Automation Capabilities

Agentless architecture	Reduce resource consumption, simplify deployment and management, and enhance scalability and flexibility.
Integration out of the box	Seamlessly manage data from third-party applications with 50+ built-in integrations and 100+ use cases libraries.
Built-in compliance policies	Create your own custom policy and remediation with 185+ built-in compliance policies for endpoints, with automated remediation framework.
Multiple scripting language support	SymphonyAI Service Automation supports scripting languages including Powershell, VB, Python, Pearl, and batch.
Automate task, event and schedule	Schedule task specific execution or service request or incident or initiate workflows automatically when scheduler/time conditions are met.
Accelerate Automation with 1.5K+ Pre-Built Skill Library	Transform your IT infrastructure swiftly and efficiently with an extensive library of over 1500 pre-built Skills where you can deploy automation workflows across more than 50 diverse technologies seamlessly.

SymphonyAI Service Automation Benefits

- Improved service delivery by responding more quickly to service requests and incidents.
- Increased service agility by eliminating manual, error-prone tasks, leading to faster and more predictable results.
- Transformed employee experience by reducing service handling time and responding to employee needs in real-time. With SymphonyAI Service Automation, you can address incidents before they escalate into larger business issues.

With SymphonyAI Service Automation, work smarter, not harder.

[Schedule a call to know more](#)