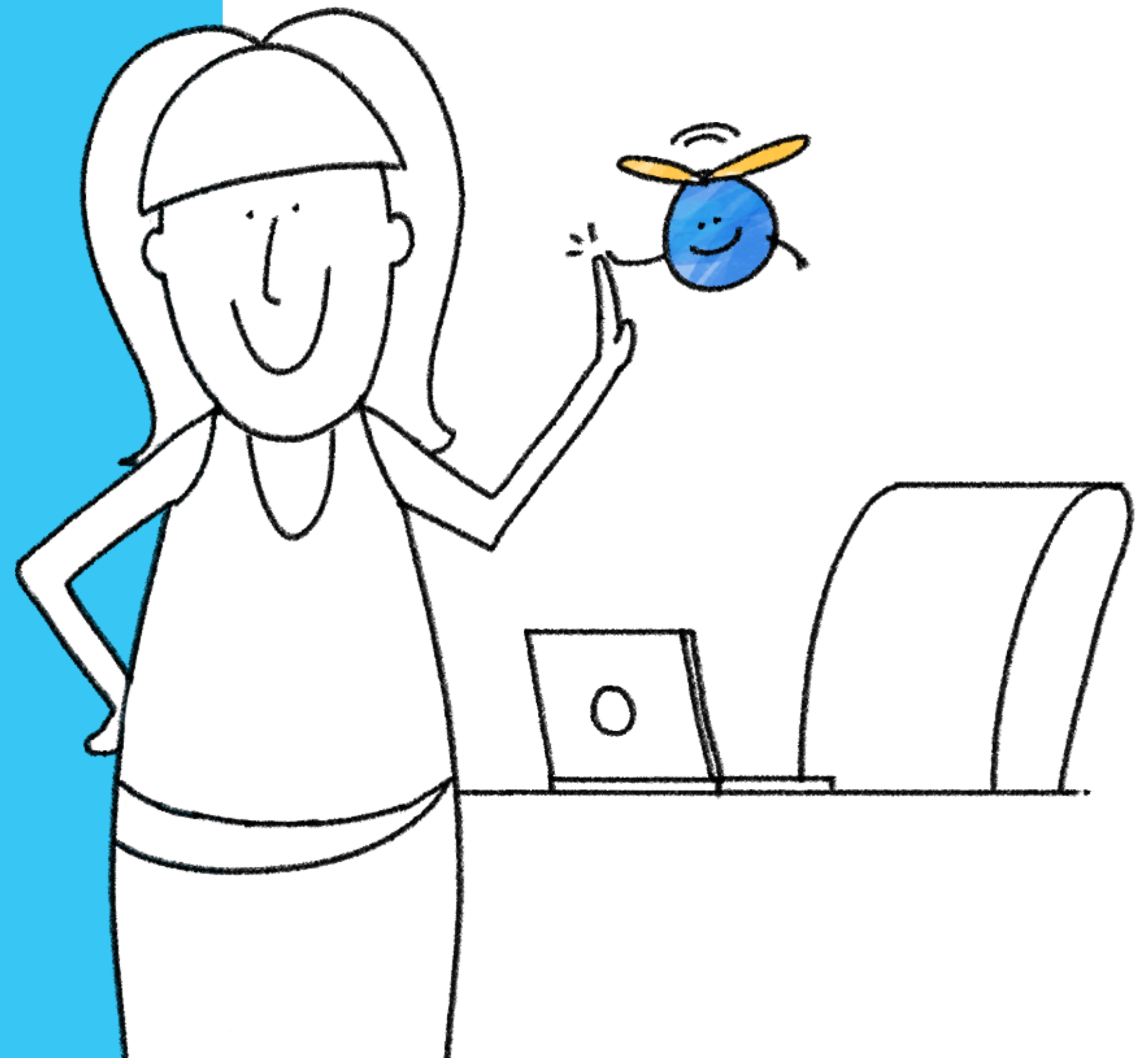


How automation helps IT go from putting out fires to igniting innovation

A UiPath e-book



IT equips the business with the transformational technologies to do amazing new things. That's its mission. **IT helps the business find smarter, faster, more innovative ways of working.** It helps different departments automate the flow of information and workflows across the enterprise. It's a big job.



But what about IT's work? How much of it is automated, beyond python scripts and cron jobs?

IT leaders may think they've automated everything they can. But have they? Automation keeps evolving and pushing the boundaries of what's possible. In IT's constant rush to deploy new technology, maintain existing tools and systems, and get users answers and support, it can be hard to take time and apply the same problem-solving mindset to its own work. **Shouldn't technology also make IT's job easier?**

The answer is 'yes.' And here's a quick look at how to do it.



Focusing on service as much as servers

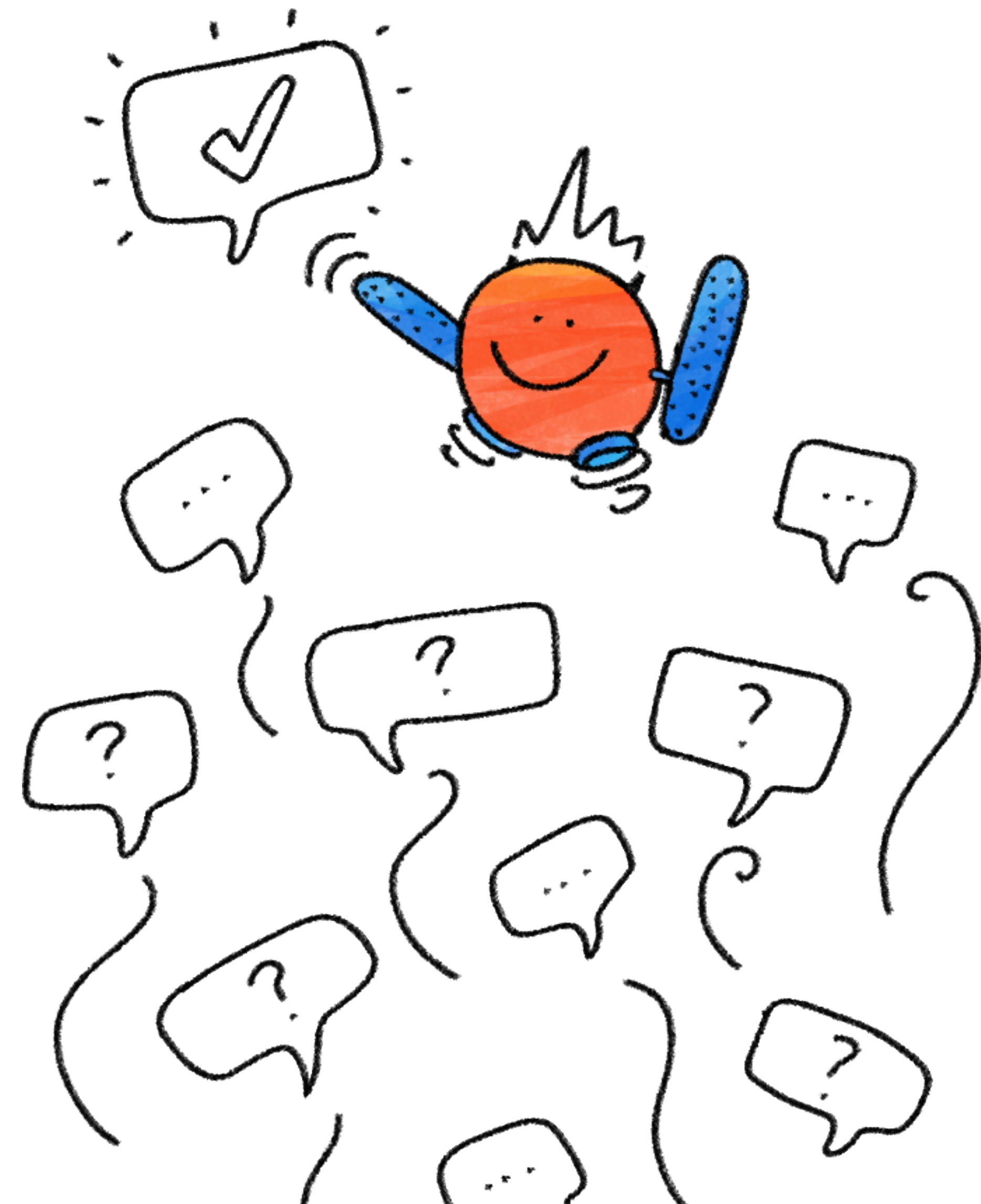
IT is finally getting the props it deserves as a driver of enterprise strategy. And it's about time.

But that doesn't mean that IT departments give up on their commitments to serving their internal customers. Those people still need support. Their jobs are critical. **The longer users wait, the more frustrated they become.** And the more the business suffers.



So how can IT keep its seat at the leadership table without compromising on its service commitments? Automation is the answer.

Automation fuels technologies such as chatbots that deliver answers to users' most common questions. It enables the self-service capabilities that help users help themselves. And it can also help IT manage service requests faster and make data and applications more accessible to users.



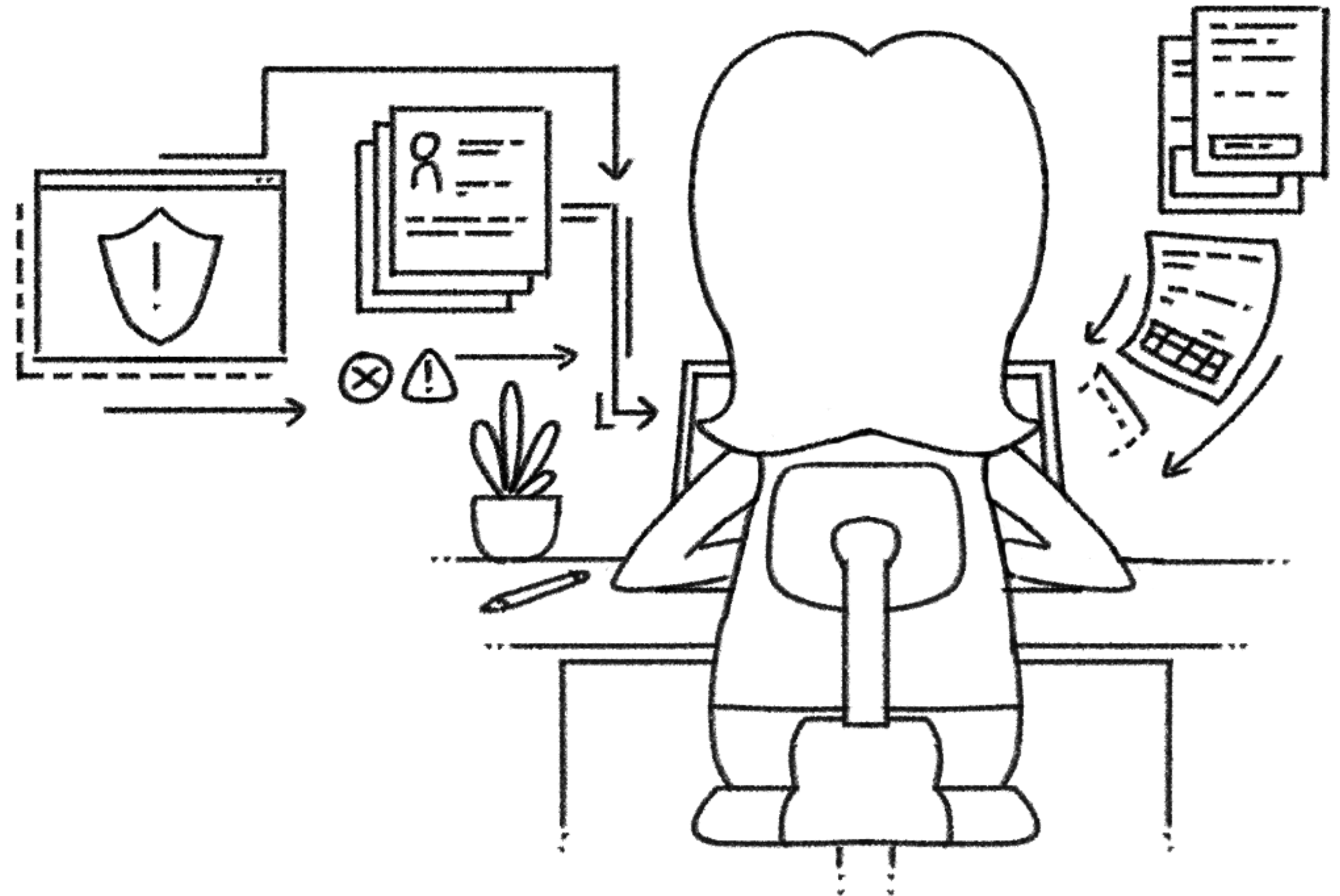
Net promoter scores and customer satisfaction metrics still matter, and automating the automatable aspects of service can actually improve the employee experience.

Automation can help resolve user support issues sooner and reduce call volumes. That means employees—and IT teams—can focus on the work that makes a difference.



Ramping up IT's bandwidth

If people didn't realize how much businesses depended on IT before, the pandemic made it crystal clear. **IT departments were the reason that so many businesses could keep the doors open during COVID** —at least metaphorically. Virtually overnight, IT workloads soared. But sudden spikes in demand for IT support are nothing new. Every new employee, every new application, every new security threat increases IT's workload. The demand for IT support keeps growing, and there's no end in sight.



IT budgets and staffing? They're another story. Those don't always grow at the same rate that. So what's the answer?

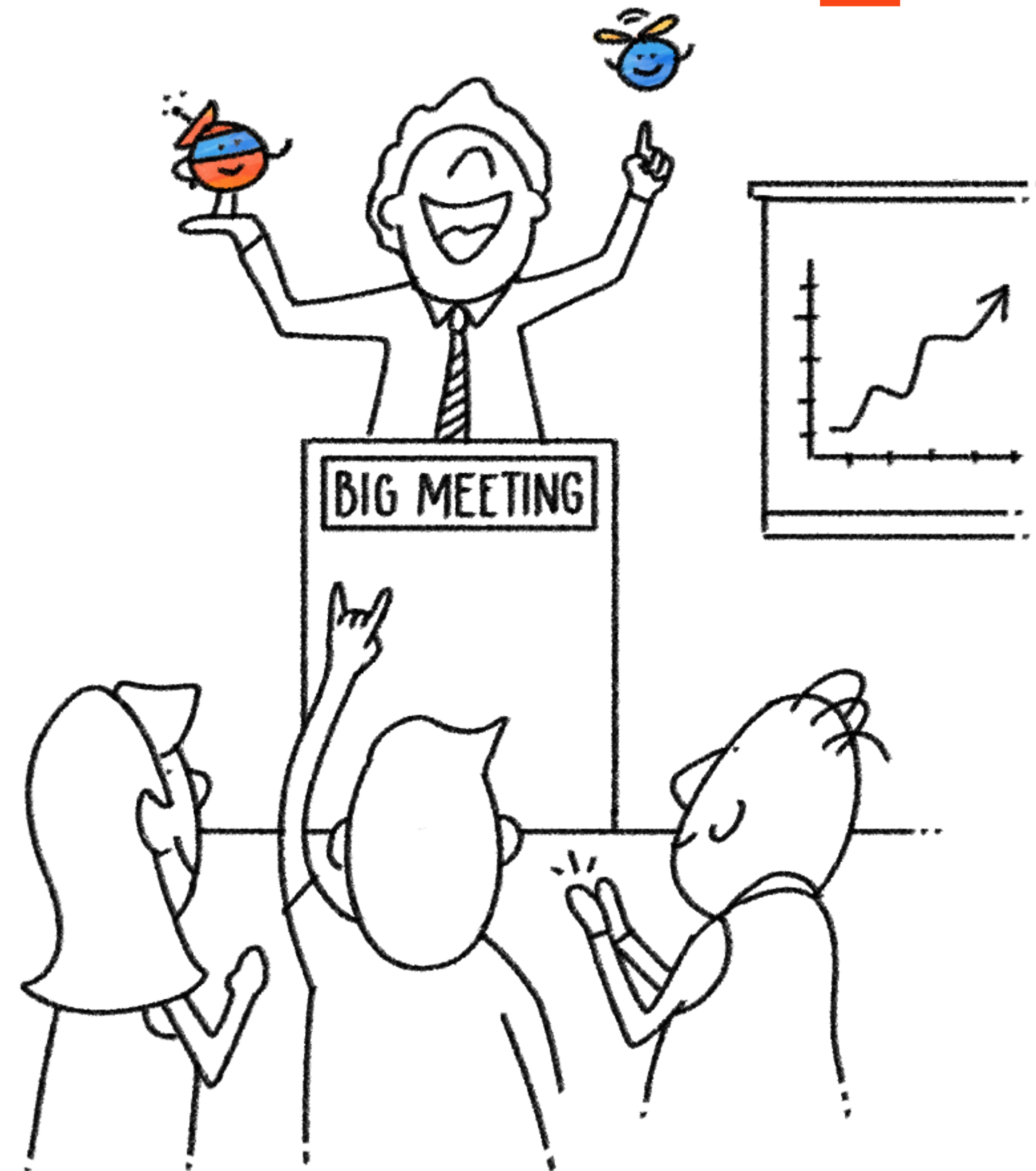
Automation can help IT scale up support capacity.

IT can automate the infrastructure and operations processes to manage ever-growing networks, data centers, and cloud workloads. Automation can accelerate application management processes and help ensure security compliance. IT can even automate administrative processes in areas like the procurement of hardware, software, and services. Automation can give IT teams the capacity to drive the business forward, not hold it back.



Turning inspiration into digital transformation

Business leaders talk a lot about digital transformation these days. They'll announce how they want to take the friction out of the customer experience. They'll discuss how they're breaking down operational silos and streamlining collaboration. They'll outline their plans for greater accountability and transparency.



Taking those big-picture projects from the drawing board to the real world is IT's job. In fact, it's IT leaders who help define the vision in the first place.

For a growing number of organizations, automation is the catalyst for meaningful digital transformation.

It accelerates the analysis for migration and testing that underlies every major project. It also helps bridge the gaps between cutting-edge technologies with groundbreaking capabilities and the legacy systems that businesses still rely on. And it opens the door to using predictive artificial intelligence and machine learning capabilities at the scale that turbocharges innovation.

If you want to innovate, you have to automate.



Automation: Helping IT reboot the agenda for a new era of work

A lot of the tasks we used to think couldn't be automated now can be. And that's also true for IT. Like every other technology, automation keeps evolving.

Software robots can even take on a growing range of cognitive tasks that require judgment and analysis. The scope of use cases keeps expanding. So it's only fair that IT gets to enjoy some of the same benefits of automation that the rest of us do. They've earned it.

Want to learn more?
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