**IT & Infrastructure Support**

## **Background**

IT support staff are highly skilled, well trained and valuable resources. But many businesses see their IT Support team spending too much time manually undertaking systems administration tasks, running diagnostics and system checks, managing patch processes, backups and many other daily tasks and just do not have the time or the budget to increase head count to handle more high value, skilled tasks, or work on business improvement and change projects.

**Challenges**

A market leading managed service provider was faced with the challenge of a new client needing a niche skilled support solution for its systems and applications. The complex management requirements for the new client’s systems left the IT provider with the prospect of having to employ expensive experts to run a 24/7 service operation.

## **Proposed Solution**

## Virtual Workers were deployed to manage and automate the various complex, low volume system administration tasks around IT applications and infrastructure, including validation, regular testing, diagnostics and fault remediation. This replaced the need to recruit further highly trained staff to perform these tasks. The quality of the service delivered by the provider has improved vastly, with previously time consuming, yet critical activities now being executed more regularly, ultimately offering speedy system support. The solution not only delivered a better service, but also produced an estimated saving of £250K in staff costs compared to the use of offshore resources, or £500K compared to locally employed staff.

## **Benefits**

* **REDUCTION** – 3 fewer FTEs per Virtual Worker
* **PRODUCTIVITY SAVING** – > £250K annually
* **24/7** – Service operations

**References**

* <https://codingcompiler.com/rpa-use-cases-it-infrastructure/>
* <https://cloud.blueprism.com/wp-content/uploads/2017/09/White-Paper-Design-6-Use-Cases-Mid-Quality.pdf>
* <https://www.day1tech.com/use-cases-of-rpa-in-it-that-have-changed-the-face-of-business-day-one/>