

# BASIC APP STORE



To increase customer satisfaction and deliver software applications to customers faster, the Schneider Electric IPO Department partnered with Kinetic Data to automate the software request and installation process for 60+ applications. Kinetic Data and Schneider Electric created a Basic Appstore via Kinetic Service Request by integrating the Kinetic Task Engine with Microsoft Active Directory (AD) and System Center Configuration Manager (SCCM). By enabling this automation the Schneider Electric IPO Department is able to deliver the software faster to the customer, while reducing several manual tasks different IPO teams had to perform.

## PROBLEM

- Service Desk had to manually install the application once it was approved
- Service Desk had to manually check with Software Asset Management (SAM) team for approval
- Unnecessary delay in software being implemented due to manual tasks and steps

## ACTION

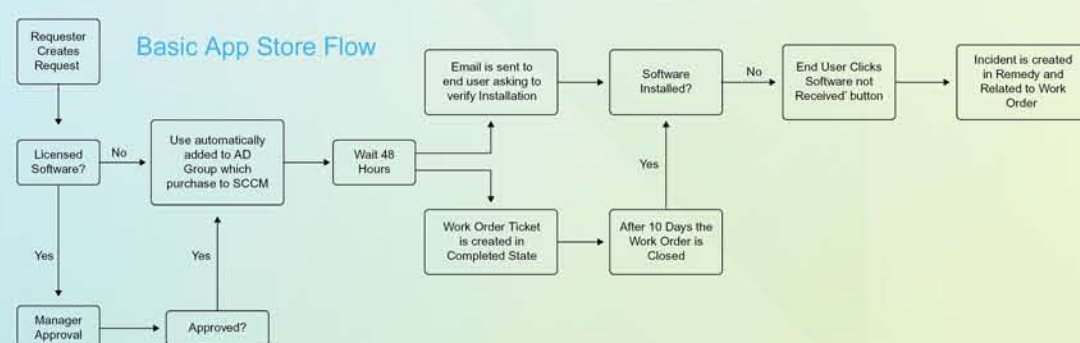
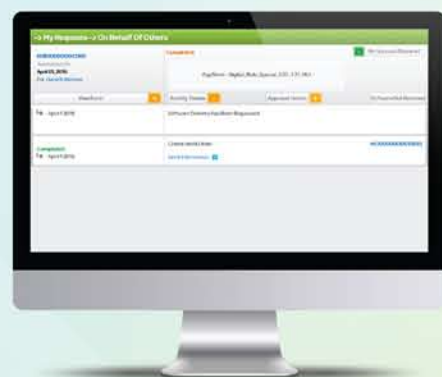
- By automating manual tasks, we were able to reduce the amount of questions required for a customer to fill out.
- Implement Kinetic Task Server integration with Active Directory & SCCM
- The Basic Appstore allows for 60+ software applications to be installed automatically

## RESULT

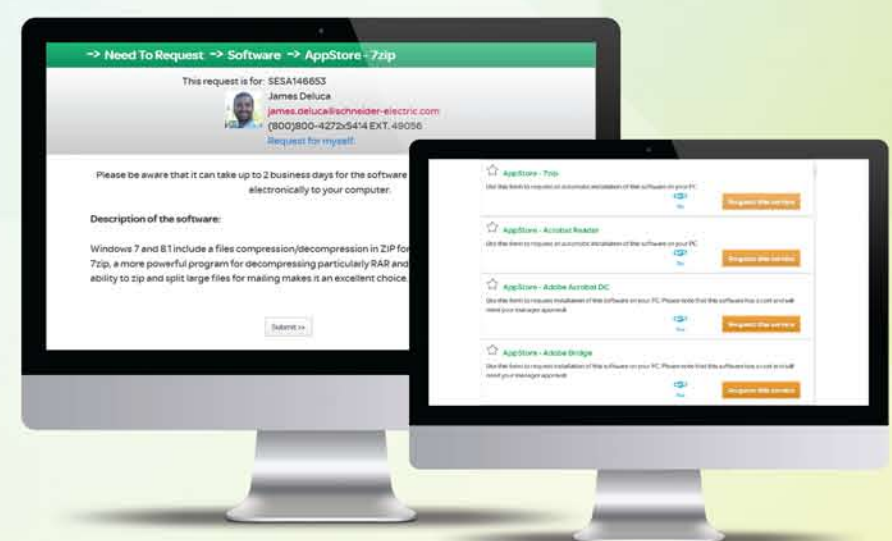
- Streamlined software request process
- Eliminated manual tasks performed by multiple IPO teams
- Improved end user satisfaction by being able to deliver software requests quicker

## Process

- User makes a request
- Goes to approval (if necessary, Licensed Only)
  - If Generic or Approved -> Adds customer to an Active Directory group through a Kinetic Task Handler
  - When adding the user to the Active Directory group, SCCM will then add the user to the match software distribution group in SCCM.
  - SCCM will push the piece of software to the users machine automatically
- After 48 hours an email will be sent to the end user asking them to Verify if installation of the software was successful and a Work Order is created
  - If successful the work order ticket will automatically close
  - If unsuccessful end user selects 'Software Not Installed' and a ticket is automatically created for troubleshooting



## Basic App Store - Desktop Version



## Basic App Store - Mobile Version

