1901 Group’s Process Automation solutions effectively and substantially reduce human error and streamline allocation of resources; thereby, lowering customer costs, increasing productivity, and providing absolute priority to mission-critical systems.

The following comparison illustrates the benefits of Process Automation. “Before” represents an older process of manually onboarding new users/locations into a customer’s Service Management system. “After” represents 1901 Group’s deployed Automated Process, and shows how our approach improves and optimizes the customer’s onboarding process.

**BEFORE**

1. Receive data from customer
2. Perform various manual tasks and data entry which may include:
   - Manual add device IP addresses into monitoring system, then launch and monitor discovery process
   - After CMDB import, manually associate newly added devices to the previously added location within the Service Management Software
3. Manually add device IP addresses into monitoring system, then launch and monitor discovery process
4. Once devices are discovered, wait up to 6 hours for scheduled import into the Service Management Software CMDB
5. After CMDB import, manually associate newly added devices to the previously added location within the Service Management Software

Average time to onboard 1 customer/site: 900 seconds

**AFTER**

1. Receive data from customer
2. Run automated process using customer data
3. Reduced Human Error
4. Prioritize Resources
5. Lower Costs
6. Increase Productivity

Average time to onboard 1 customer/site: 16 seconds

56x Faster

That’s 25 hours
Saved per 100 entries

That’s $1,000
Saved* per 100 entries

*Based on the regional Washington DC area average hourly rate of 1 network administrator including employee costs.

Source concept: David West | Solutions Architect | 1901 Group
Infographic design: John Bennett | Sr. Graphic Designer | 1901 Group

900 Seconds

16 Seconds

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