

INFOGRAPHIC SERIES



PROCESS AUTOMATION is the ability to orchestrate and integrate tools, people and processes through workflow.

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



Receive data from customer



Perform various manual tasks and data entry which may include:
Add customer site to ticketing system
Look-up GPS coordinates of site (Lat/Longitude)
Enter GPS information into ticketing system

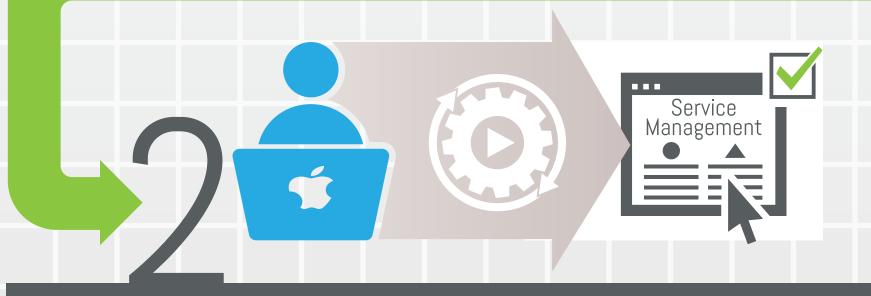


Manually add device IP addresses into monitoring system, then launch and monitor discovery process



AFTER

Receive data from customer



Run automated process using customer data



Average time to onboard 1 customer/site

