AUTOMATION FOR ENTERPRISE BUSINESSES

of a Fortune 500 Company

Services: Enterprise network and Security team

OVERVIEW

The client is one of the largest Global and India conglomerates with businesses traversing energy, petrochemicals, textiles, natural resources, retail, and telecommunications. It's a Fortune 500, highly profitable company with a market capitalization exceeding $100bn. Amongst its many offices, the client also owns one of the largest sprawling campuses in the financial capital of India.

ACL Digital is engaged with enabling and transforming multiple teams within this conglomerate. The Automation solutions provided by ACL to the client has immediate positive impact on multiple industries such as Hotel, Hospital, Offices, Education Institutions etc.

One of the team which we facilitated is the client's enterprise network and security team: IDC (Integrated Data Centre) that enables 10,000+ employees.

1 IDC handles all the infra/ firewalls, Wi-Fi devices, Wi-Fi and LAN access

2 IDC team provides network access to Enterprise teams of the conglomerate: Retail, Hospital, Schools, Colleges, Petro IT, Hydrocarbon gets enabled by the IDC team for access to Network, VPN, Lan, Wi-Fi etc.

THE CHALLENGE

With its vast employee and engagement facets, the client had multiple challenges on business to technology coherence, scalability and agility. The client was seeking to use Automation to enable the large teams, vendors, partners etc. Two of the key automation challenges were:

VPN access challenge

Pain areas were continuous follow ups, time taken for VPN access to clients. Manual efforts were very high and it was error prone. All the service requests were being captured on excel sheets.

Wi-Fi & Device Access

Access needed to be provided manually to customers and end users for Wi-Fi, Printers, Projectors etc. For example: Hospital patients and their relatives. For Guests, visitors, consulting/temporary employees to the Enterprise Offices & Campuses the provisioning of Wi-Fi was usually not possible, unless specific requests were provided, and it took a long time thus inconveniencing and not enabling any visitors for meetings etc.

THE SOLUTION

VPN ACCESS AUTOMATION SOLUTION

ACL was responsible for managing incidents and service requests. We saw many tickets piling up due to certain issues such as incorrect follow-ups, group assignments, tickets not getting updates properly leading to delay in service a lower CSAT.

We automated the management of service requests through the creation of a 'form" that was hosted on the intranet. Earlier users were calling for service request registration. The same was automated through entering the details in the form. The form has easy drop-down lists of service categories, FAQs were provided. Status updates are easily available.

Reports are available. With each trigger on the resolution, the form gets continuous updates. Automation of reminder emails to the resolution SPOC. Tickets are created automated. The application was developed on PHP as a backend and Drupal as a front end. Integrations were done with HPSM, Active Directory, Email system.

VISITOR ACCESS AUTOMATION SOLUTIONS

ACL integrated an application with the Visitor Management System.

The moment a guest provides verified ID and is entered into the VMS, the guest gets provisioned for Wi-Fi access

The application was developed to integrate the phone number to an SSID that was generated after the guest enters the respective business premises

This also integrates the projector and printer access to the visitor ID created for specific areas

The application was developed on PHP as a backend and Drupal as a front end

The visitor access would get verified via an OTP that when entered into the application would provide all the accesses

All manual effort was reduced by integrating with multiple tools like: SAP, VMS, CISCO systems, Active Directory, HPSM tools, Email system, SMS gateway

Outcomes

The following were the benefits delivered through these automations to the client:

VPN Provisioning Automation

- Faster Provisioning: 95% faster resolution

- Automation of Reminder emails led to lowered efforts. No manual follow-ups required

- Auto provisioning of user in the specific groups
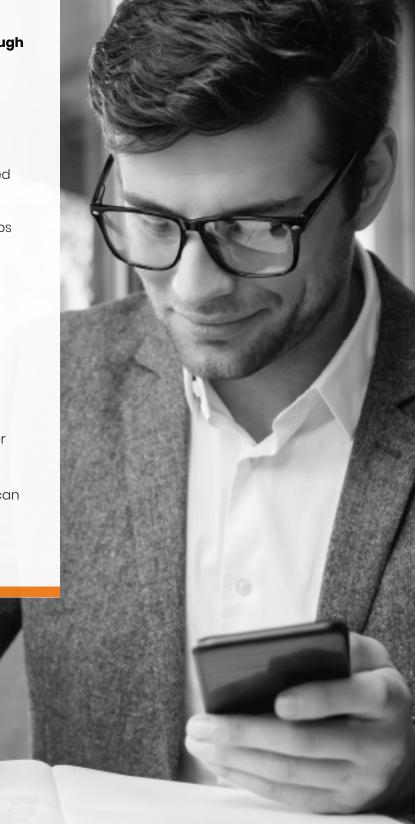
- Auto- decommissioning of the users

Wi-Fi Access Provisioning

- Faster Provisioning

- Zero manual efforts

- Access tracking and reporting brining greater transparency and accountability

- Dynamic Access quota and site restrictions can be applied