



NETWORK AUTOMATION

The Top Four Dangers Your IT Department Is Facing Today

You've heard in the media, from people around you, and from first-hand experience that times are tough and getting tougher. Your IT department is not immune to the economic crunch affecting businesses all across the country. Regardless of what kind of business your IT department serves, we see four main issues that your organization may be struggling with right now. These challenges essentially boil down to how your organization needs to do more with less. This white paper will address each of the issues that may be plaguing your company in this down economy and what you can do to keep your organization running smoothly with limited resources.

Issue #1 – Budgets are shrinking...but the workload isn't

No department has been as valuable to an organization's infrastructure in recent years as the IT department. Yet when times get tough, the IT department's budget is often one of the first to be reduced or cut all together. Despite these hardships, the IT department's core duties and responsibilities don't disappear. In fact, they increase. Systems and applications must be maintained throughout the entire organization, and in many cases, need to be improved so that other departments can still function with less funding. So despite feeling the pressure of economic downsizing, your IT team still has to deliver extraordinary results.

When you're hit with these challenges, you have to ask yourself some very basic questions. To where do you allocate your dwindling budget? What kind of product will deliver the most benefit for a small, one-time investment? What will allow you to do more with less? The answer is simple: You need a solution that can automate your business and IT processes.

With business process automation (BPA) software, you can use a strategic portion of your limited budget to purchase a product that will deliver measureable ROI fast. With a business process automation solution, you CAN do more with less.

How? Business process automation solutions solve this core issue by increasing productivity, efficiency, and reliability when your IT

department's budget and resources are reduced. As you probably already know from firsthand experience, IT is becoming increasingly responsible for processes core to other departments such as Accounting and HR. Leveraging BPA to digitize an invoicing process, for example, is not only more efficient than a manual, paper-driven process, but also saves the department money on labor, paper and storage costs allowing the business as a whole to become healthier and more competitive.

BPA Solutions can be acquired for a minimal investment freeing up your IT staff from work that would otherwise be performed manually. This allows them to focus on more strategic projects as opposed to simply putting out fires. Reducing upfront costs and increasing employee productivity will improve morale and boost your bottom line.



"It turned out that we could use Network Automation's AutoMate software to build, trigger and execute the necessary automation sequence for one-eighth of what our vendor was charging - even after paying for AutoMate consulting services. We would also be able to use the software for other purposes. It was an offer we couldn't refuse."

Jay McLaughlin,
Sr. VP and Director of IT
CNL Bank

Issue #2: IT Complexity

Let's face it, IT complexity in your organization increases every day. While the end-user experience has been made increasingly simple, the management and integration of disparate systems, applications, and platforms is more complex than ever. Even the technologies that are supposed to allow us to handle increased business demands like virtualization, multi-layer security, middleware, or cross-system integration tend to make things worse before they get better. Add growing compliance requirements to all of this and it becomes a difficult maze to navigate through.

Thinking of hiring your way out of the problem? Many organizations do. A recent study showed that 33% of IT departments plan to increase their staff in the next year to combat growing complexity. But as you increase your staff, you also increase the potential for human error and delays, which negatively affects the efficiency and reliability of your IT processes.

The correct way of handling this problem is to employ a BPA solution that can manage growth while reducing costs. Business process automation products specifically deliver control over the ever-expanding and more complex environments of mid-market companies. They allow you to better manage the inevitable growth and complexity that will occur as your business increases its presence in your industry. With these products, you can achieve the best platform for productivity, efficiency, and stability.



"We took essentially this very manual environment, where grabbing the most basic business data was not done daily... and often not in time to make a good business decision to change direction... Now we're grabbing that data every 15 minutes, pushing and pulling information, and that lets us have a more nimble environment... [W]hen I arrived here, we had 28 restaurants and it took us three days to do a menu price increase across the company. Now we do it in 75 restaurants in 15 minutes."

Brian Pearson,
VP of Information Services
BJ's Restaurants

Issue #3 – Always On/100% Uptime.



"With AutoMate, we save 2-1/2 hours of IT time every day, we don't need IT staff to come in early or stay late to run the updates manually, and we have a robust system with checks and balances so that we don't get blindsided by a glitch that stops the job run,"

Sasha Veletic,
MIS Manager
ITW Construction Products

As business realities change to reflect a global business model, IT departments struggle to meet increasing uptime requirements. There is an unprecedented level of attention and pressure to constantly stay running and current in order to edge out the competition. Even if your company doesn't require 100% uptime, it can still be an intense challenge to keep your organization's data and information consistently refreshed and current.

This can be extremely stressful for your staff because they need to constantly monitor changes and enhancements to your organization's infrastructure, often after hours. Having to maintain a complex environment 24/7 would leave anyone feeling like they have no life.

BPA solutions are specifically designed to provide an easy-to-use platform to facilitate uptime controls and auto-recovery routines. This allows you to automate the most valuable and critical processes that your organization relies on, without having to bombard your IT staff with tedious and never-ending work. This will ensure things run smooth 24/7, and with a smile.

Issue #4 – How to Best Utilize Your Valuable Staff

A talented staff is hard to find and even harder to keep. As budgets decrease, hiring more people to combat the growing workload isn't an option. To make matters worse, staff morale can suffer due to the heavy workload and stress which can lead to increased human error, decreased productivity, and an increase in attrition, all of which are extremely costly for organizations in a tough economy.

Mistakes need to be fixed, but remember that morale is contagious meaning that the decrease in productivity is going to negatively affect your ability to correct those mistakes in a timely fashion. If your attrition rate increases, decreased productivity is only compounded. You now have to factor in costs for recruiting and training replacements not to mention that you've lost valuable man power in the meantime passing the burden to your remaining staff. And the cycle continues...

This normally happy, productive staff becomes super busy, because like we mentioned before, the work for the IT department never ceases even in a down economy. In times like these, you have to wonder if your staff is spending their time on the most important strategic assignments and tasks, or if they are simply buried doing repetitive and tedious work that could easily be performed with simple automation.

If you sit down with your team for only 5 minutes and ask them what low-hanging fruit you could pick by utilizing a business and IT process automation solution, right away you'll probably get a list as long as your arm. Every day your staff is busy extinguishing the latest fire when they should be solving strategic issues. And throughout all of this, they are aware that there is technology available that can perform these manual tasks more efficiently and reliably.

The traditional way businesses automate is through developing a series of scripts. But you don't have the time or the money to hire and train dedicated developers to create these scripts. Even if you did, what a nightmare it would be to maintain. Now think about what will happen if a developer gets sick or moves on? No one else in the organization would have a clue.

Network Automation's BPA Server and AutoMate solutions allow your valuable – and expensive – IT staff to contribute to the automation your company needs in the most effective way. These products have a straight-forward, easy-to-use drag-and-drop design that doesn't require any coding knowledge. A centralized repository keeps all of your tasks and workflows in one place, making it much easier to manage your business processes instead of juggling individual scripts and batch files. Also, the reduction in development time

and costs offer rapid return on investment. And best of all, once your tasks and workflows are automated, the ROI never stops. It's a no brainer.



"With AutoMate, we are able to run our entire file manipulation process hands-off 24/7. Since purchasing AutoMate, we have saved about \$60,000 per year in employee costs and time. Without AutoMate, it would take an unbelievable amount of time to manipulate all the files we are responsible for and maintain error alerting on each machine. It would be not be financially feasible for us to run our company without it."

Taylor Cleghorn
Director of Technical Services
Accudata Technologies



Network Automation Solutions for Business Process Automation

Network Automation, Inc. is the mid-market leader and innovator of automation software designed to streamline, orchestrate and integrate business processes. Network Automation, delivers the industry's first business process automation (BPA) platform for the mid-market that spans all phases of the automation lifecycle, including development, deployment and management. Through its products AutoMate and BPA Server, Network Automation has implemented automation solutions in more organizations than any other BPA provider. While BPA fits well into companies across verticals, most of the companies implementing solutions are Financial Services, Healthcare, and Distribution/Manufacturing organizations.

For more information about business process automation solutions provided by Network Automation, Inc. please visit:

www.danysoft.com