



Automated 100% of routine Active Directory tasks

A large Telecom and wireless service provider automated 100% of routine employee onboarding and off-boarding AD tasks using Anakage's AD Task automation module.

CLIENT'S SITUATION

High attrition and contractor churn posed numerous challenges for the IT HelpDesk. The company's dependence on an ITSM portal for active directory tasks overwhelmed the help desk, as IT engineers manually handled repetitive AD tasks, causing delays for end-users. Additionally, updating ITSM SRs after admin tasks wasted time, impacting user experience and productivity, and necessitated more workforce for onboarding and off-boarding AD tasks.

THE SOLUTION

Using Anakage's Active Directory automation, our client achieved 100% automation for onboarding and off-boarding tasks, significantly reducing ticket resolution time. End-users logged tickets in the ITSM portal, which were processed by the Anakage Server; automatically, task updates were sent upon task completion, streamlining the ticket resolution process and improving efficiency.

RESULT

Through powerful automation, our client eliminated 100% of the effort on AD admin tasks, freeing up resources for value-added initiatives. Users experienced faster issue resolutions and improved efficiency. Support teams focused on critical IT projects, boosting productivity and enhancing user experience.

100%

AUTOMATION OF ACTIVE
DIRECTORY TASKS



INCREASED USER
EXPERIENCE