

IS END POINT ANALYTICS AND SCRIPT BASED AUTOMATION ENOUGH ?

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Is End Point Analytics and Script-Based Automation Enough?

Automation equates to productivity. At this gloomy time, owing to the pandemic, productivity worldwide has suffered. Automation is capable of giving a much-needed boost to the economy. However, McKinsey's Automation Survey reveals that only 55 percent of organizations believe their automation program has achieved the expected results to date. The downstream continues to the case of End-Users, due to the user's lack of application usability knowledge. There is a productivity loss owing to user errors in the application and wait time on support personnel. These issues can be self-resolved. For unlocking the full potential of automation, people and technology need to work hand in hand. Endpoint analytics and script-based automation solutions alone do not facilitate this efficiently in the context of Service Desk Automation.

About Anakage

Anakage has helped clients improve their employees' user experience, reduce system and employee downtime, and improve the efficiency of their IT help desks. Anakage's state-of-the-art CoBotic solution is a power-hybrid of the best features of all the service desk automation and digital adoption solutions available on the market. It is way faster, cheaper, and more secure. The proactive module works offline and integrates with a myriad of applications.

THE CATCH

These systems can only provide tens of thousands of data points at a time. When a problem is detected, the IT Help Desk engineer or the end-user would most likely have no idea what to do. Data points can be difficult to translate into actionable items for common users. Here is where Anakage goes the extra mile. Not only does it offer comprehensive insights, but it also uses Root Cause Analysis to identify the problem's root cause and solve the problem at the source. Anakage gives users the ability to solve their system and software-related problems. Users won't have to spend time waiting for tech support to diagnose and restore their devices this way. In addition to root cause identification, Anakage offers solutions to several end-user issues besides simplifying the automation journey for the IT team, using a No Code development environment, and pre-built solutions ready to run out of the box.





WHY THEY DON'T SUFFICE ?

Automated systems trained on a limited set of data are prone to bias. To prevent this, users must ensure that they train them with large data sets. A "standard procedure" can have several variations, and programming bots to handle all of them can be difficult. Automation, when done correctly, has been shown to increase productivity growth by 0.8 to 1.4 percent per year globally. Most companies try to replicate what works for their peers. While contracts are challenging to model accurately in a parallel system, business assets are nearly impossible as they vary considerably. So, following the same automation plan for multiple client environments may not always work properly. Then there's development backlog work which is both time-consuming and costly. The current market strategies are either endpoint analytics or script-based routines, all of which have a marginal effect of about 5 percent average incident reduction, which is insufficient for a positive business case. Finally, they need an expensive and highly trained, skilled manpower to run the automation platform.

THE PROBLEM

Do-it-Yourself Solutions:

Each tool takes a unique approach to resolving system issues. The Microsoft WEI performs a series of diagnostic tests on each system in the organization to evaluate its performance. Each device is then assigned a score. However, the WEI designates the lowest module sub score as the main score, rather than adding and averaging the information on every aspect of the system. This information serves as a script for users to create an action plan. With these data points, ascertaining the root cause of an issue takes up a lot of time. Additionally, having the solutions for these issues in place will help you stay a step ahead.

End Point Analytics:

Endpoint analytics such as SCOM provides insight into the company's operations. They allow you to understand the employee experience better across five categories: content sharing, meetings, interaction, coordination, and versatility. Measuring and comparing the output of one system with that of another in the same company will support the early detection of problems. The Windows Experience Index Score provides a reliable way to compare the sub scores to get the main score.



THE SOLUTION

The best course of action for business organizations is to use AI and machine learning to automate as much as they can with the existing skills, moving towards a more configurable platform without coding skill requirements. Organizations can reduce human error and improve recovery processes by automating endpoint analytics with cobots. A cobot or collaborative robot interacts with humans and enhances human productivity in the workspace. Cobots eliminate human intervention and delays. Cobots are like self-serve tools, workflow tools, lean-process maps, or six-sigma methodologies.

To learn more about how we can help you implement effective ITSM end point automation, [click here](#) to contact us.

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