

Automation ups experience for CMS IT Services customers



ORGANIZATION PROFILE

CMS IT Services is an industry leader in managed IT services and system integration. The company combines world-class cloud, digital, automation, and cybersecurity expertise with a core strength in leveraging optimal technologies to rapidly create efficiencies and scale for its customers' operations.

CHALLENGE

As part of its mission to create efficiencies for customers, CMS IT Services is always on the hunt for ways to add value to its customers' businesses. For that reason, the company regularly explores and evaluates processes against best practices to ensure timely delivery that meets service-level agreements (SLAs). Knowing CMS IT's network operations center (NOC) and security operations center (SOC) were two key areas where the company could impact customers in a positive way, it set out to automate all repeatable, consistently delivered tasks in each area.

SOLUTION

CMS IT's NOC manages and monitors the IT infrastructure of its clients. The company's SOC does the same thing for security to ensure each client uses the latest patches and threat prevention. Automation Anywhere Enterprise Robotic Process Automation (RPA) and IQ Bot help CMS IT Services keep all of its clients' infrastructure and applications running incident-free while proactively preventing system failures.

BENEFITS

100%

Accuracy

70+

Customers serviced through NOC automation

4

Processes automated

Processes Automated

- Proactive disk space reporting
- Quarantined mail releasing
- Security information and event
- Network monitoring

Industry

BPO, Professional Services

"Automation has given us the ability to create differentiated offerings for our customers and win consistently in the market."

—**Mohan Ramanan**,
Chief Delivery Officer,
CMS IT Services

STORY DETAILS

CMS IT Services began automating processes in 2013 to differentiate itself to its customers. In 2019, the company began a relationship with Automation Anywhere and continues to automate processes in its NOC and SOC.

One of the services CMS IT offers to its customers is proactive disk space monitoring to determine how much disk space is left in a customer's system, which used to be done manually. A bot now handles the entire process, including report generation, significantly increasing accuracy and decreasing the time involved. This has freed analysts to focus on solving incidents.

Analysts also used to monitor the security information and event management (SIEM) console 24/7 to identify events, create incidents, and inform affected teams. A bot has been employed to check events every hour to validate nothing was missed by the analysts. When an event is detected, the bot generates a log and notifies the team.

Quarantined emails used to be subject to a lengthy approval process by appropriate persons in authority. Automating this process greatly improved the SLA of releasing mail, giving analysts more time for more important activities.

Similarly, an analyst used to track client CPU and memory usage on an Excel spreadsheet, checking the status every two hours. Thanks to automation, a bot now checks and captures customer network health status, eliminating missing data and automatically creating a dashboard for reporting.

THE FUTURE

For CMS IT, automation is about much more than RPA. It also encompasses predictive analytics, artificial intelligence, and machine learning. The company plans to automate repetitive DevOps processes next. And, as an SAP user, CMS IT is evaluating processes in SAP that can be automated. The company anticipates this will improve its finance and human resources departments. In addition, CMS IT is looking into adopting Automation Anywhere Enterprise A2019 and Discovery Bot.

"The more we are able to automate, the more we are able to help our customers materially improve their business processes."

—Sunil Menon,
Practices Head,
Digital Services,
CMS IT Services

About Automation Anywhere

Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

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