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servicenow
Partner

Premier

Magic Button

Push the Magic Button and save money.

Solving complex tasks are now a matter of seconds or minutes instead of hours, hand by hand with human mistakes reduction.

Mb

Low level of task automation

Long „Time To Market" for automation

Bounced tickets

Human mistakes during investigation and remedation phases

...are you facing following issues?

Low rate on First Time Resolution

Long „Mean Time To Resolve"

Unclear automation visibilty

Skilled specialist flooded by routine tasks

Make your Operations more effective

More time for the 2nd/3rd level team

Operation effectivity and Shift Left principal

Operation effectivity grow up to 60%

First Call resolution grow up 35% Cost Reduction about 40%

Elimination of Licence costs to a minimum

One account for multiple users per automation tool integration

Overwhelming elimination of the total licence costs up to 75%

Automation Time to Market

Data driven approach

80% faster Time to Market

Cost Reduction up to 75%

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With implementation of Magic Button you can

- Speed up repetitive tasks execution
- Enable "Shift Left" principle
- Enable 2nd / 3rd level teams to focus on more valuable work
- reduce Mean Time to Resolve
- reduce Licenses cost (Automation and Orchestration tools, but also other tools)
- reduce Overall Cost

Business case

- Before the implementation of Magic Button one task takes 15min on 3rd tier with a cost of about 25 USD
- After the Magic Button implementation, the same task now takes 3min on 1st tier and costs about 2.5 USD.
- **This client had approximately 80 of these tasks per month, resulting in an immediate savings of over 21,000 USD per year.**

Incident Management

The Magic Button allows to automate investigation and remediation operations by using "in-house" automation and orchestration tools.

- Admin/root level access not required
- System commands knowledge not needed
- Operable by the 1st tier
- Enables "Shift left" principle
- Operational cost reduction
- "Mean time to resolve" reduction
- "Bounced tickets" elimination

Built on now

Change Management

Magic Button solution allows to automate changes implementation in a standard way.

- Admin/root level access not required
- Complex changes implemented by less skilled specialists
- Predefined automation/orchestration jobs

INC

Mb

Request Fulfillment

Magic Button provides an option how to enable high volume of automation without complex and unusable Catalog Items for requestors.

- Simple and understandable Catalog Items
- Keeping complex tasks automated
- Technical information provided by specialists

and more...

1st Tier

2st Tier

3rd Tier

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