

HYLAND RPA USE CASE

IT ASSET MANAGEMENT: HARDWARE IN THE HOME OFFICE



Working from home requires management of IT resources assigned to remote employees. Robotic process automation (RPA) can help with coordination and tracking.

INITIAL SITUATION

In the face of the current pandemic, organizations have two main objectives: Ensuring the safety of their employees and maintaining business continuity and productivity. By mid-March of 2020, a large proportion of employees across the globe were required to work from home — a completely new model for many.

Organizations were faced with the challenge of maintaining efficiency and productivity with most or even all of their employee base working from a distance. Work-from-home policies required that previously in-office employees take key IT resources home and use them correctly and appropriately. This is where IT asset management (ITAM) comes in.

SOLUTION

Many of our customers already use software bots to map and manage ITAM leveraging RPA. Employees can enter their personal and work-related data, their desired pickup date and the hardware they need in a ready-made email, web input mask or spreadsheet.

Requirement Check

In the background, the bot checks the requested assets. To make a decision on which IT assets are required for each employee, the bot can request approval from the respective team leader or make a pre-selection based on the data collected.

For example, based on requirements, some employees only need a laptop with their basic business applications and access to the internet. Others may need access to a work phone along with special programs such as CRM systems. After the bot has checked the requested time slot in the calendar, it sends feedback to the employee regarding the pickup date.

Asset Tracking

In a situation like the current pandemic, a large flood of employees will leave the office with a huge amount of IT resources. Employees can scan or manually enter an asset serial number and the bot automatically records the hardware and employee in the asset management system.

Hyland™



An agreement of responsibility is issued for the respective assets with the individual serial number, which is emailed to the employee for signature. For employees who live farther away, shipping labels can be automatically ordered if the bot detects a large difference in distance from the office to the employee's specified residence.

Education and Training

If employees are not trained or informed about how to handle their mobile equipment and data from home, these measures will be unsuccessful. The appropriate training and education can help prevent violation of data security regulations and resulting consequences. This information can also be sent to each employee according to the assets assigned.

Bots can automatically intercept signed contracts from employees, confirming their acknowledgement, and upload the contracts to the HR system for review.

BENEFITS

These processes are fast and easy to implement and bring quick wins to every company, especially in times of crisis. IT has more visibility and minimizes time spent tracking and managing asset assignments, and employees are empowered to work efficiently and effectively regardless of location.

Learn more at Kiriworks.com/RPA

