



An Insight company

# service automation jump-start



## Automate IT service delivery for greater efficiency and responsiveness.

Smartphones, tablets, and public cloud services are creating a new era of personal empowerment. Users expect quick and easy access to IT, and when this doesn't happen, business units bypass internal IT to procure their own productivity tools, applications, and development environments. As a result, internal IT organizations are assessing how to effectively evolve to a services-oriented delivery model to ensure relevance and reclaim IT.

### WHY DATALINK

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- We have more than 20 years of experience helping IT teams move from a technology-centric to a business- and customer-focused organization.
- We are a leader in IT infrastructure design, service delivery strategies, implementation expertise, and IT performance management.
- We provide a holistic analysis and full lifecycle support services throughout your IT environment.
- Our automation services can accommodate firms of any size.
- We leverage industry best practices and technical expertise to ensure your IT infrastructure can adequately support your environment.
- We're rapidly delivering functional automation – so you can start realizing measureable benefits now.
- We provide a robust portfolio of IT transformation and cloud service management offerings to help you throughout your migration.

### TRANSFORM IT WITH SERVICES AUTOMATION

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Automating your IT environment begins with a comprehensive understanding of the assets – people, processes, and technologies – that span the entire IT infrastructure. We help you jump-start your migration to IT as a Service (ITaaS) by carrying out a proof of concept tailored to your organization.

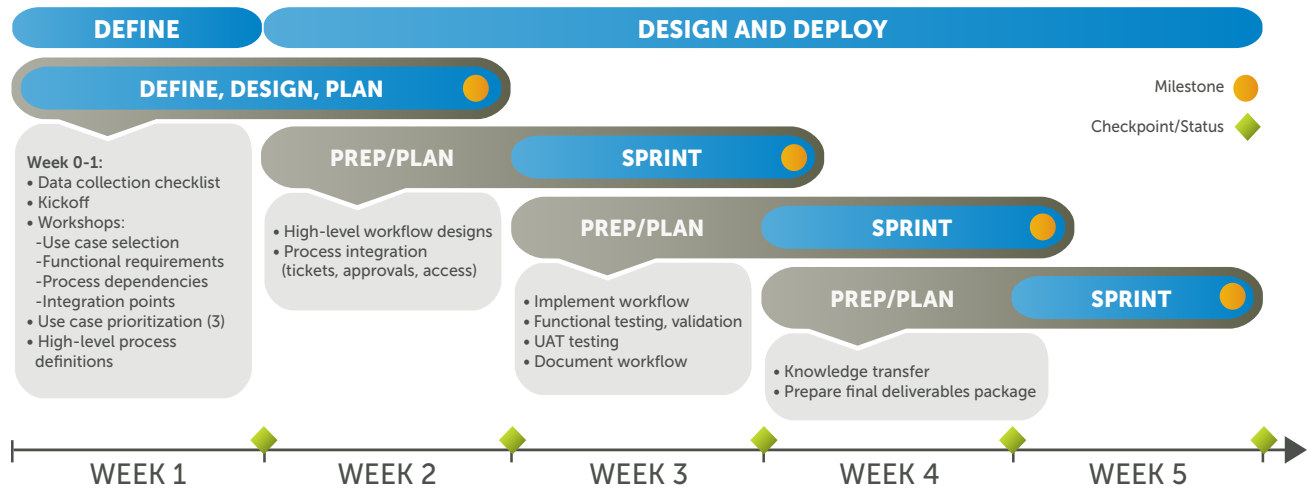
Over five weeks, we'll work with you to identify bottlenecks and prioritize services that you can automate to improve service levels and efficiencies.

### DEFINE, DESIGN, AND PLAN

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With Datalink service automation jump-start, we work with you to capture the types of services and workflows that would best benefit your business and IT environment. These can range from simple activities, such as provisioning desktops, standard base servers, or user accounts, all the way to complex services, like onboarding new employees with systems access or complete application development environments. Then we select and automate the top three workflows for your organization.

# SERVICE AUTOMATION JUMP-START TIMELINE



Datalink automation services help improve IT delivery speed and efficiency to maximize your ROI.

## STRATEGIC AUTOMATION WORKFLOWS IN JUST WEEKS

Using a consistent methodology and best practice-based toolset, we provide a rapid automation proof of concept to demonstrate product capabilities and test your internal product development process without committing to a multi-quarter deployment program.

Our teams document the as-built workflow automation, service blueprints, and roadmap for tackling the remaining workflow automation. Once we test, verify, and document the workflows, we conduct a knowledge transfer hand-off workshop. Weekly checkpoints and testing results are prescheduled to ensure proper planning and communications are in place, as well as to provide any necessary immediate issue resolution.

## BENEFITS OF DATALINK SERVICE AUTOMATION JUMP-START

- Get started quickly with a predefined project scope, time period, and deliverables.
- Leverage proof of concept to plan, budget, and calculate ROI for an expanded automation program.
- Enhance performance and efficiency in processing daily tasks.
- Maximize physical and virtual resources.
- Reduce the time staff spends on manual IT tasks daily, such as creating virtual machines, defining IP addresses, and allocating hard disk space.
- Automate tasks like server and application provisioning in minutes – not days.

### Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.



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