



STREAMLINED ITSM AUTOMATION:

A Leading Life Sciences MedTech Solutions Provider
Transforms Employee Onboarding & Offboarding with
XTGlobal RPA Solution



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ABOUT CLIENT

The client is a leading MedTech organization that has excelled by focusing on enhancing patient care for those with musculoskeletal disorders. They develop, manufacture, and market implants, including spine, trauma, and artificial joints. Their success stems from a deep understanding of surgeons' challenges, offering prompt technical support, and fostering close collaboration with the medical community.

Their advanced robotics and navigation systems are designed to improve surgical accuracy and streamline workflows. With a strong commitment to research, education, and international outreach, the company continues to expand its product portfolio, addressing emerging needs in minimally invasive surgery, imaging, and robotics.

CLIENT CHALLENGE

IT Service Management (ITSM) is how IT teams manage the end-to-end delivery of IT services to customers. This includes all the processes and activities to design, create, deliver, and support IT services. As the client scaled up its operations, their IT desk faced significant challenges while managing user onboarding and offboarding across multiple systems for a diverse range of user types, including full-time employees, sales personnel, contractors, and distributors. The manual process required setting up and disabling users in:

- Active Directory (AD)
- SAP Concur
- Microsoft O365 (License Provisioning)
- Atlassian Confluence & Jira
- Network Access Management

Adding to the complexity was the need to manage permissions and security groups for each user type. The HR/Manager would log new hire details in the Service Desk, but information gaps often delayed the process, requiring IT technicians to verify missing data manually. The workflow was cumbersome and time-consuming:

01

IT technicians would create Active Directory accounts, ensuring unique email addresses for multiple domains.

02

New login credentials were then communicated via email to the new users.

03

Sales user types needed SAP Concur setup, while Jira, Confluence, and MS Office licenses were provisioned based on individual manager requests.

This manual, multi-step process led to inefficiencies, communication delays, and potential security risks from inconsistent permission management.

TECH STACK



XTGLOBAL BUSINESS SOLUTION

After thoroughly assessing the entire workflow, XTGlobal delivered a fully automated solution to address the client's manual and time-consuming onboarding and offboarding process. By implementing Robotic Process Automation (RPA), our certified automation experts created four distinct automation processes to handle the seven critical tasks efficiently, eliminating bottlenecks, reducing errors, and improving overall security and compliance.

Service Desk Request Dispatcher Process:

- » The first step in automation was to streamline the data intake. A BOT was designed to read new hire data directly from the service desk, eliminating the need for manual intervention.
- » The BOT automatically creates queues based on the user type (Full-time, Sales, Contractors, and Distributors) and request type (Onboarding or Offboarding). This queuing system ensures each task is correctly prioritized, categorized, and routed for further processing, ensuring no user details are overlooked.

Account Directory Process:

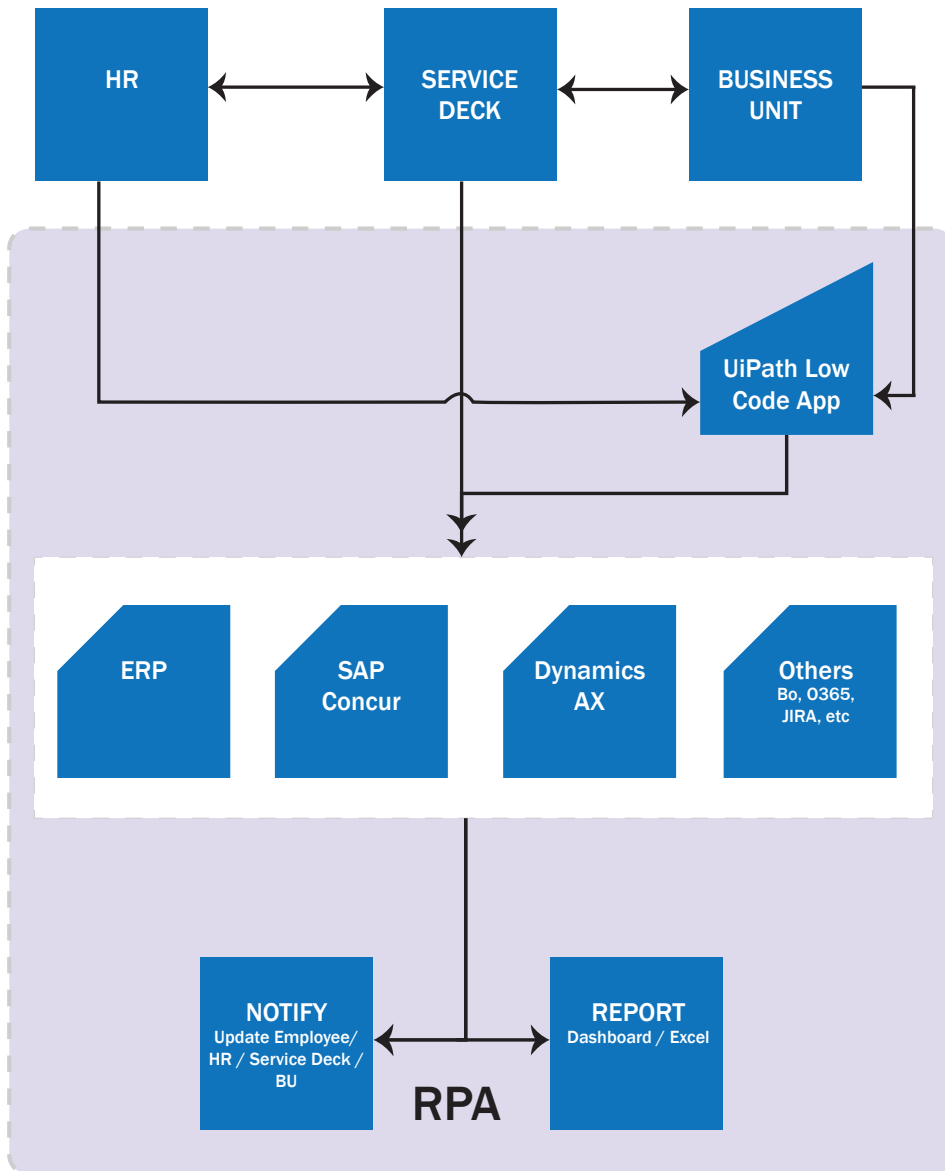
- » Once the task is queued, the AD Process BOT creates an AD account for the new user.
- » The BOT generates a unique email account, even for multiple domains, ensuring that account creation is seamless and secure.
- » The AD Process also automates the assignment of network security groups based on user roles and access requirements, ensuring that security protocols are consistently enforced. This helps eliminate potential human errors during permissions and security group assignments, increasing compliance with internal and external security standards.

Concur Process:

- » The Concur Process BOT is activated for sales users. It automates the creation of SAP Concur accounts for sales personnel and emails the login details directly to the new hire.
- » The BOT communicates with SAP Concur and performs the entire account setup autonomously, freeing IT staff from repetitive data entry tasks while ensuring that Sales personnel are onboarded quickly and without delays.

App Access Process:

- » The final step of the process addresses application access across various platforms based on manager requests. The App Access Process BOT creates user accounts in Jira, Confluence, and MS O365 applications.
- » This BOT dynamically responds to manager requests, provisioning access to the specific apps each new hire needs. It also automates license provisioning in MS O365, streamlining the setup of essential tools for new users.



BUSINESS BENEFITS

- » Team productivity, supplemented by automation bots, increased five times compared to the original capacity
- » The percentage of opened vs resolved tickets rose from 60% to an impressive 90%
- » Average resolution time was reduced to just one-fourth of the original duration
- » Error rates dropped significantly, now standing at less than 1%
- » These improvements led to happier internal customers and a seamless request-logging experience.



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