

# Automated IT Support Operations for an American Investment Giant with Automation Anywhere



ATTENTION. ALWAYS.

**aspire**   
SYSTEMS  
*attention. always.*

## ABOUT THE CUSTOMER

Our customer is one of the largest American Mutual fund company that provides professional investment management services. They offer mutual funds services like domestic stock funds, international stock funds, balanced funds, income funds, global stock funds and global bond funds.



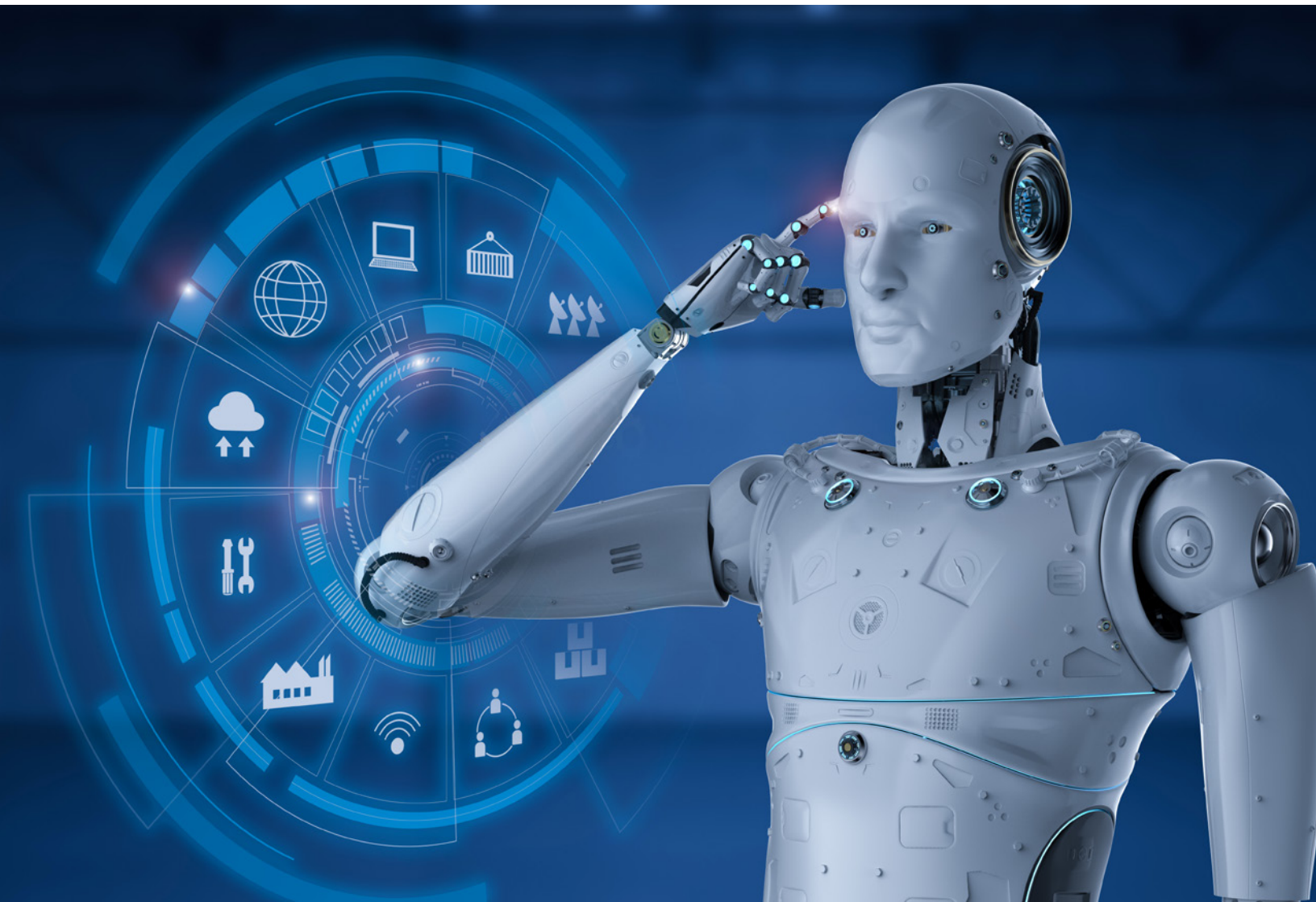
## CHALLENGES

The company was facing concerns around solving technical support and operational issues. Most of their employees spent a considerable amount of time doing tedious and monotonous work addressing IT support problems. Since, the process was done manually the possibilities of errors would prove detrimental for the business. This costed the company time, effort and a delay in taking necessary actions that require urgent attention, thereby hindering their IT operations and plans.

The following are the challenges our customer faced:

- A technology shift was deemed stressful and cumbersome. They were worried about the security and adaptability of the process.
- They had no clear idea about how they wanted to automate this IT support activity and how to incorporate RPA into their system.
- They also lacked skilled professionals to handle automating these processes and were sceptical about the success of the modernization initiative.

Although, the customer wanted to automate their current process to reduce manual errors and enhance process efficiency they had no clear definitions on how to go about with the modernization process.



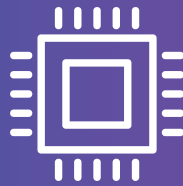
## SOLUTION

After a detailed analysis of our customer's systems and applications, our experts at Aspire systems implemented Robotic Process Automation (RPA) using Automation Anywhere. To drive greater efficiency and transform into an errorless process, a bot was crafted to handle activities at the IT support operation desk.

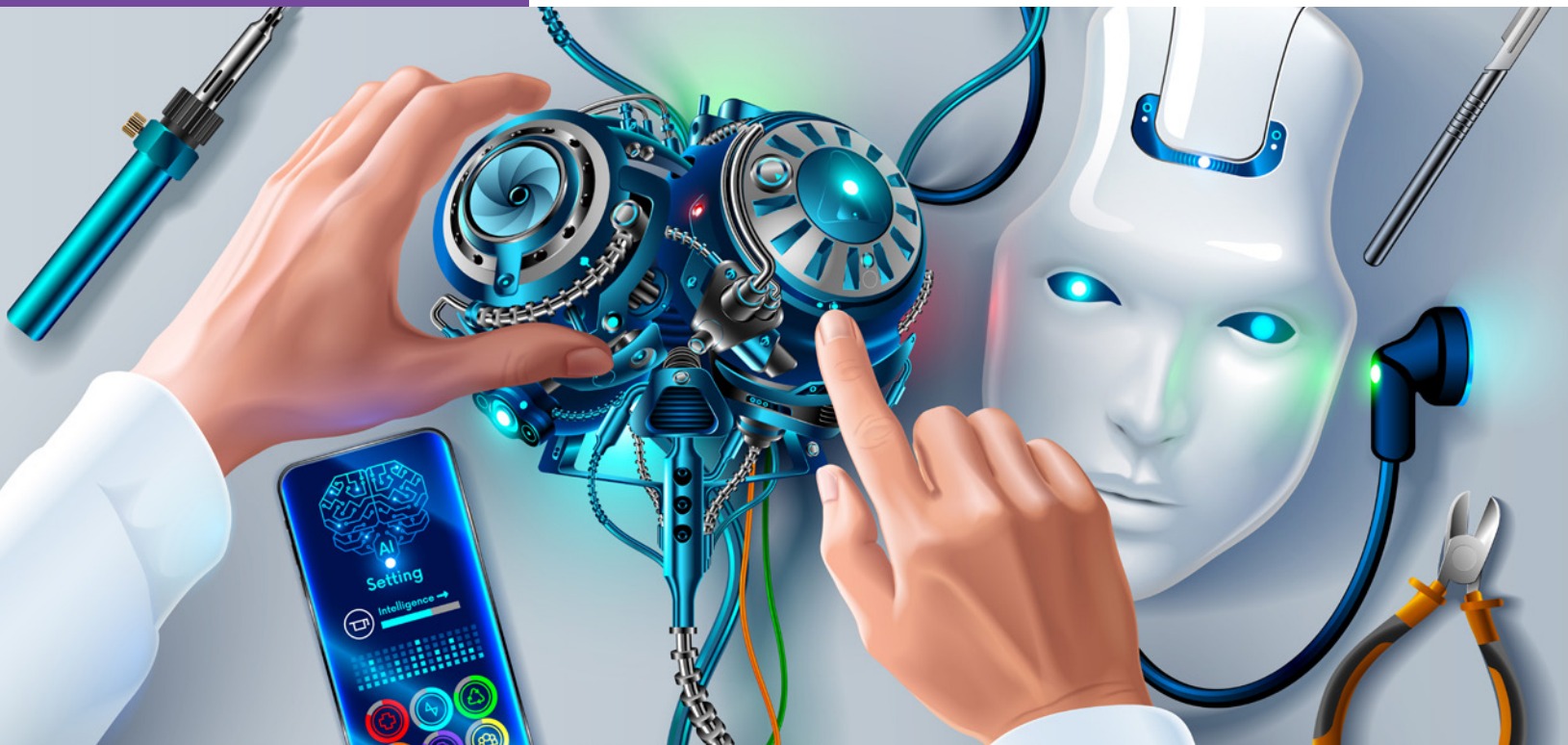
Our solution offered our customer

- a 24 x7 IT support operations
- Automated repetitive manual processes
- Decreased administrative costs
- Facilitated rapid RPA implementation

## TECHNOLOGY SNAPSHOT



Automation Anywhere  
.Net Framework  
Java



## RESULTS AND ROI

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By transforming how the company approaches IT support operations, the automation resulted in:

- Enhanced cost savings
- Improved productivity
- Decreased manual errors
- Increased process efficiency
- Minimized human intervention

## FUTURE IMPACT

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By automating tedious tasks that is vital to the company, a digital transformation plan has been laid. By robots taking over manual tasks, human workforce skills can be improved hence spending efforts on the betterment of their products and services.



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Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

SINGAPORE  
+65 3163 3050

NORTH AMERICA  
+1 630 368 0970

EUROPE  
+44 203 170 6115

INDIA  
+91 44 6740 4000

MIDDLE EAST  
+971 50 658 8831

For more info contact  
[info@aspire.sys.com](mailto:info@aspire.sys.com) or visit [www.aspiresys.com](http://www.aspiresys.com)