# avenir

# Case Study

## Major IT Consulting company streamlines employee IT provisioning using RPA from Avenir

### ● THE CLIENT

**Mphasis Limited is an Indian multinational IT Services and consulting company based in Bengaluru. It provides infrastructure technology and application outsourcing services, as well as architecture guidance, application development and integration and application management services.**

> *"Thanks to Avenir Digital, Mphasis' IT function can meet all the company's dynamic IT provisioning requirements with greater confidence, speed and accuracy."*
>
> *MR. NITIN RAKESH*
> *Chief Executive Officer and Managing Director, Mphasis Limited*

### ● THE PROBLEM

**Mphasis' IT function handled its provisioning of employee hardware and software systems access entirely manually, requiring the services of 12 full time employees (FTEs) to do this.**

**This involved a large amount of time and bandwidth of the IT function during the employee onboarding and offboarding processes.**

## ● THE SOLUTION

**Avenir Digital designed and deployed RPA bots to automate key IT provisioning processes completely.**

**In this way, the bots entirely automate Windows Virtual Desktop ID creation for new joiners and thus, enable the staff to be more productive from day one. Similarly, when staff leave, the bots revoke their Windows Virtual Desktop IDs and cancel systems access.**

**In addition, the bots automate the Microsoft System Center Configuration Manager (SCCM) process, which keeps track of Mphasis' inventory, assists in application installation, and deploys updates and security patches across their network.**

## ● THE BENEFITS

**As a result of the Avenir bots, Mphasis have been able to redeploy 10 of the previous 12 person provisioning team to other, more skill-oriented tasks, simultaneously lowering their provisioning costs and raising IT employee satisfaction.**

**In addition, the IT provisioning function is now much faster and responsive and 100% error-free.**

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## Mphasis
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