Process Efficiencies with Kinetic Request

An executive view of the benefits and financial impact of enterprise request management

Overview

Kinetic Request, coupled with Kinetic Task, is an enterprise request management (ERM) solution that enables the end-to-end automation of business processes across an enterprise.

Kinetic Request is a powerful and flexible enterprise-wide request management portal application. Kinetic Task is an advanced workflow automation engine that can communicate with virtually any enterprise data source, and empowers business process owners to design active task trees using graphical tools.

This document details the financial value of ERM in the enterprise. Other key benefits of an ERM implementation include:

- Service standardization
- Reduced delivery time
- Improved user experience
- Reduced risk
- Improved visibility into service delivery
- Leveraged existing system investments
- Overall process improvement
- Faster organizational transformation

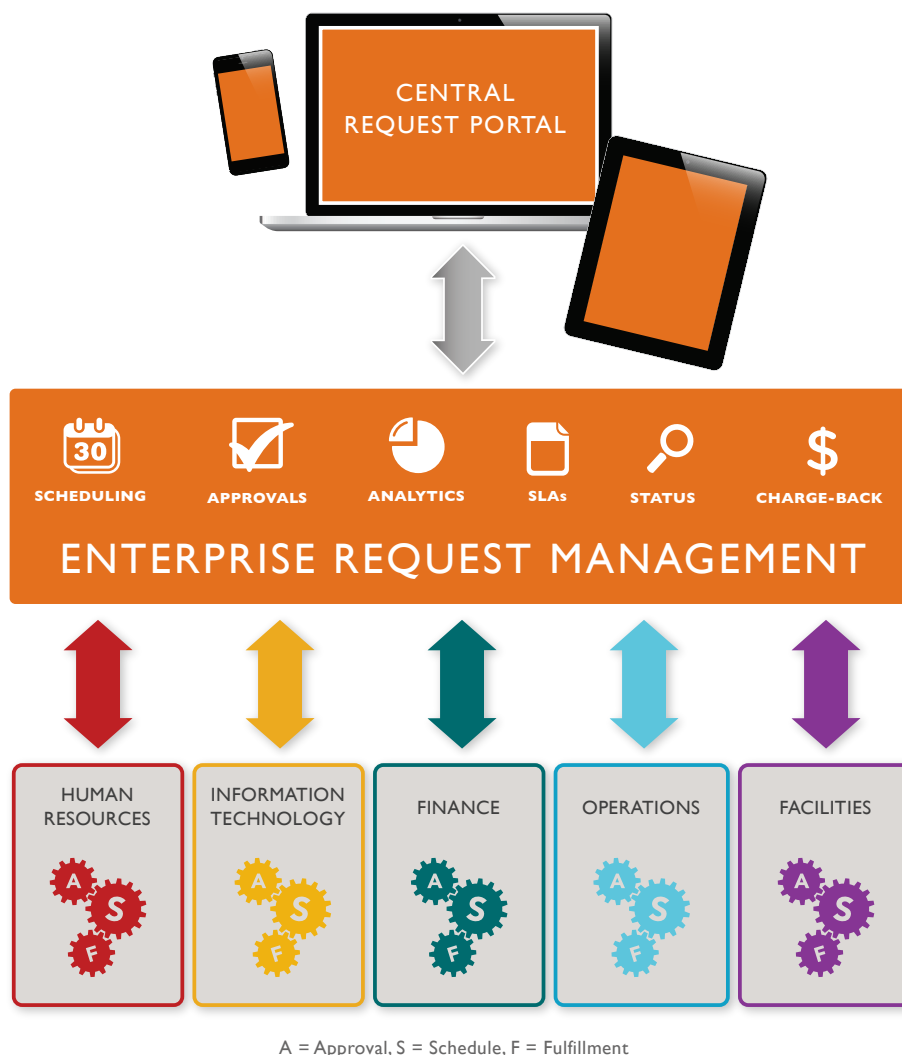ERM enables organizations to automate business services accessed through a Web-based portal in a scalable, cost-effective and easily manageable approach. Services are delivered via intelligent, data-driven forms that are themed and branded for the enterprise. An ERM interface enables users to request services via the portal with no training required.

This information provided by Kinetic Data results from our experiences with hundreds of enterprise clients over the past 16 years.

What is enterprise request management?

Enterprise request management is an approach to employee provisioning that enables users to request any type of service, equipment, or resource via a single intelligent Web portal, coupled with an automation engine to accelerate fulfillment.

A = Approval, S = Schedule, F = Fulfillment

This approach enables organizations to improve service delivery while reducing the cost of delivering services. Automating services reduces costs by minimizing the labor required for fulfillment. In addition, users can view the status of their pending requests via the ERM portal, eliminating the need for emails or phone calls to check on progress.

Prior to an organization implementing an automated, customer-focused, self-service strategy, service delivery commonly requires many manual steps for both service requesters and service fulfillers. Manual interactions result in duplication of effort (labor time) spent on fulfillment steps that can be eliminated or reduced via automation.

Among the common services typically addressed with an ERM strategy are:

Service Requests—any customer need requiring delivery of services, products or capabilities

Incident Submissions—break/fix issues or service-outage reports for key devices, systems, and infrastructure

Change Requests—requests involving changes to key systems or infrastructure

Issue Reports—non-IT-related service needs (HR, facilities, operations, etc.)

An ERM approach enables organizations to make services available via the Web that can be requested easily by users and tied into back-end fulfillment processes and systems.

Service Efficiency with Kinetic Request

Kinetic Request enables organizations to implement an effective ERM strategy that is scalable, flexible and manageable. Organizations build interactive Web forms that walk users through the request process without the need for training. Pages are dynamic and data-driven, ensuring first-time fulfillment and accurate delivery of services requested.

The system can be leveraged to support both internal- and external-facing customer services. It's common for companies to build catalogs that encompass many key organization services, including IT, HR, facilities, payroll, security, finance and operations.

More information can be found on Kinetic Community:

http://community.kineticdata.com/

Kinetic Community is the information and interaction hub for users of Kinetic Data software. It's *the* place to find and discuss product documentation, videos, presentations, training class materials, downloads, example service items, task handlers, bundles, bridges, and more.

The Kinetic Task area on Kinetic Community specifically contains installation files, documentation, use examples, prewritten task handlers developed by the user community, and other resources.

The award-winning Kinetic Task Engine provides workflow orchestration and automation. Kinetic Task allows nontechnical users, with minimal IT assistance, to design and automate complex fulfillment processes across the enterprise, while enabling centralization of business approvals and notifications. Fulfillment can integrated with any back-end systems, including IT service management platforms, ERP systems, CRM systems, payroll systems, Active Directory, financials, and facilities, as well as custom systems.

Kinetic Task features an open architecture, enabling organizations to extend it to work with any systems that can communicate using common integration techniques (SOAP, REST, etc.).
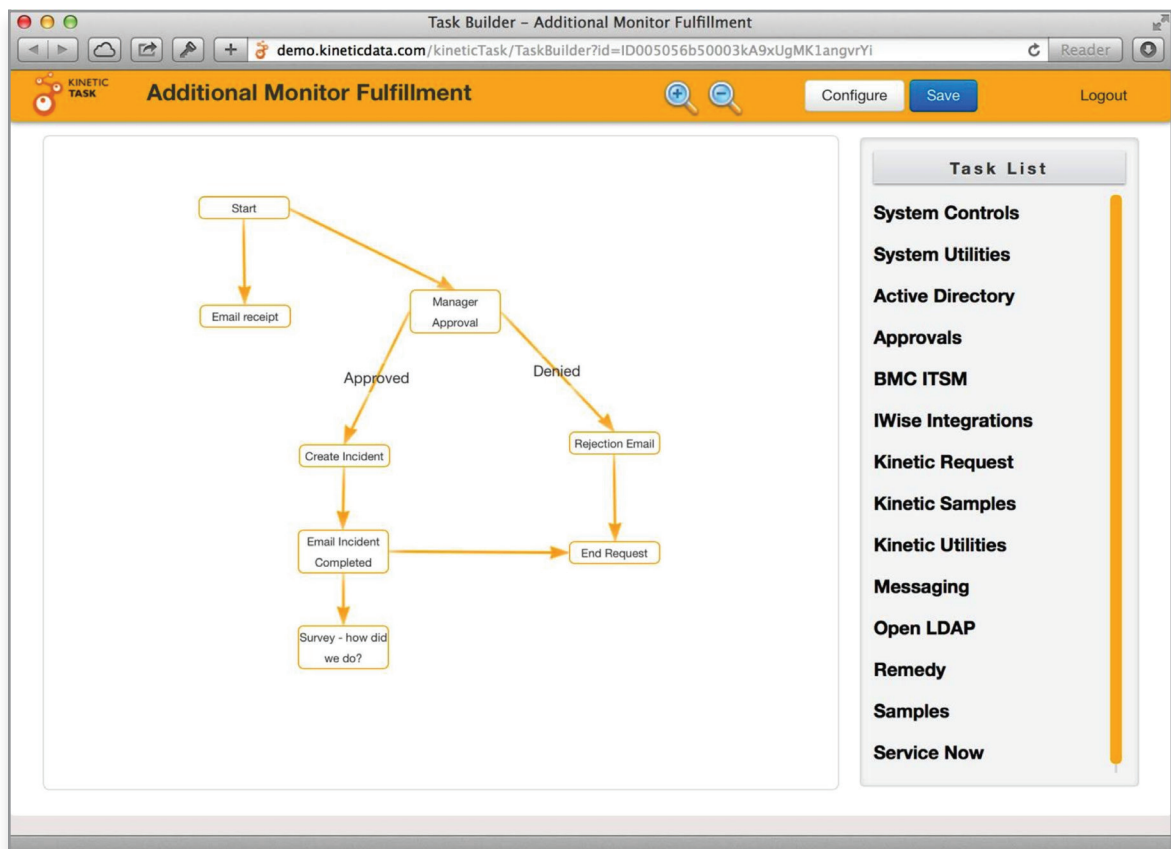
With Kinetic Task, organizations can achieve true end-to-end delivery and automation of key business services regardless of complexity.

The Financial Impact of Service Automation

The ERM approach reduces service delivery costs. Giving users easy, anytime, any-device access to services encourages them to use the portal. This strategy enables organizations to eliminate paper-based processes and manual fulfillment tasks, streamlining service delivery and lowering labor costs.

Example; Employee Onboarding

A new employee needs to be provisioned with work space, furniture, equipment, etc.. The hiring manager logs on to the Kinetic Request portal, searches for the "New Hire Service," and is directed to a form that presents the relevant questions. The form is data-driven and dynamic (i.e., questions can change based on answers to previous questions) and walks the requester through the onboarding process.

The manager inputs all of the needed data for the onboarding process and completes the submission. Once the request is submitted, the Kinetic Task engine uses the submitted data to orchestrate fulfillment across multiple back-end systems. The automation engine automatically creates tickets in the HR system, the ITSM system, and the telecom ticketing system; automatically creates user accounts in Active Directory and the payroll system; and registers the new hire for a building-access badge.

Cost Reduction

Here is a simple cost-reduction model based on the example above. From a labor standpoint, multiple manual tasks are eliminated through service automation. In this example, assume that each of the three tickets required take five minutes to enter manually. Total time: 3 x 5 minutes = 15 minutes.

The average hourly cost for IT support staff is $50.00/per hour.

This organization processes 100 onboarding requests per month.

The equation to calculate the financial impact of automating a single process is:

(Time Saved x Rate) x (Monthly Volume x 12) = Yearly Savings

For the example we used:

Total time saved per request = **45 minutes**

Hourly cost of IT support = **$50.00/per hour**

Volume of requests = **100/ per month**

(.75 hours x $50/hr) x (100 x 12) = $45,000.00 saved yearly on one process

Other Factors

There are obviously other factors to take into account when evaluating cost savings from both a micro (departmental) perspective and macro (organizational) perspective. When analyzing cost savings, these factors also come into play:

- The amortization of any ERM solution and how that cost is diluted as more business units begin to use the solution across the organization;
- Departmental charge-back savings vs. overall organizational savings, which can be significantly different if the department simply allocates costs based on usage; and
- Cost reduction of employee/requester time saved by using an intuitive, self-service system vs. calling a help desk, as well as other related efficiencies.

Summary

Implementing an effective ERM strategy results in significant cost savings. Large organizations have hundreds of services and processes with areas for improvement. Each service that is automated will not only become more efficient from a cost perspective, but also provide a better experience for customers.

In today's "consumerized" workplace, employees (just like a firm's customers) want what they want, and they want it now. They want simple, reliable self-service. Service providers are challenged to provide the best service for the best price to internal and external customers.

Kinetic Request allows you to exceed customer expectations with a flexible, scalable, and dependable approach to ERM. The result of a Kinetic Data implementation is a more efficient organization and happier customers.