



# Automation of Virtual Machine Provisioning Process For a Leading Airlines in Australia

## Overview

---

The customer, a leading airlines in Australia, had an objective of moving towards automation driven infrastructure to improve their effort utilization and reduce the overall time spent on repeated tasks.

## Client Background and Challenge

---

The customer is Australia's second-largest airlines and has grown rapidly serving 29 cities in Australia from hubs in Brisbane, Melbourne, and Sydney, using a fleet of narrow-body jets of Boeing and Embraer and wide-body Jets of Airbus and Boeing. The customer had the following challenges with respect to the virtual machine (VM) provisioning:

- ⦿ Considerable effort and time was used in resolving a VM provisioning request due to mostly discontinuous manual processes involved
- ⦿ Introducing a new VM to the domain and assigning pre-requisites were done manually after the build process is complete in the vCenter
- ⦿ Multiple logins / credentials were used for every task till the provisioning process completes

## Our Approach and Solution

Automated the tasks and procedures using ServiceNow orchestration with integrated scripting.

### Benefits led to:

- ▶ Significant reduction in provisioning time and total effort optimization
- ▶ Efficient use of resource by re-skilling to new technologies.



## Business and Community Impact



**~3370**

hours of efforts saved through the automation of the shift handover process



Seamless handover of the shift reports



**~85%**

improvement in end-to-end cycle time

To know more, reach us at [IntelligentAutomation@TechMahindra.com](mailto:IntelligentAutomation@TechMahindra.com)



**TECH**  
mahindra