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.

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Business and Community Impact

~3370
hours of efforts saved through the automation of the shift handover process

~85%
Improvement in end-to-end cycle time

Seamless handover of the shift reports

To know more, reach us at IntelligentAutomation@TechMahindra.com