



Increased Efficiency with Automation for a Swedish Multinational Automobile Manufacturing Company

Overview

The customer, a Swedish multinational automobile manufacturing company, had an objective to understand the scope and benefits TechM can bring in through automation. We began investigating the feasibility of automating IT service tasks, with the supposition that automated IT tasks would lead to increased customer satisfaction via higher quality and faster deployments of services.

Client Background and Challenge

The client is a Swedish multinational manufacturing company headquartered in Gothenburg with its core activity involving production, distribution and sale of trucks, buses and construction equipment. They wanted to optimize the IT operations by automating various IT operation processes to reduce manual error, cycle time, and manual effort.

Major focus points were:

- ⦿ Implementation of process into customer engagement
- ⦿ Effort reduction and savings
- ⦿ Performance and productivity improvement

Our Approach and Solution

- ▶ Automation of processes helped customer to improve efficiency in daily operations and saved reasonable amount of effort from current operational efforts
- ▶ Automation achieved via PowerShell scripting
- ▶ One of the automated process has eliminated usage of one of reporting tool from infra with value added features incorporated with script execution and report generation

Processes automated are:

- ▶ TSM backup failure reports and mailing
- ▶ TSM occupancy reports
- ▶ VMware - residue folder deletion



Business and Community Impact



1200+

hours of effort saved due to execution of processes in scheduled manner



~30%

reduction in manual efforts

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



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