



A Silicon Valley based SOAIS' Customer with offices across 17 countries and \$17.3B revenues uses SAP applications.



Business Problems

Business users need to raise tickets on ServiceNow for getting access to SAP finance. They had SLA to resolve these tickets in 2 hours after manager approval. Role based security matrix had to be validated before granting the access. This process was completely manual and had to be monitored 24X7



SOAIS Solution & Benefits

SOAIS team automated this business process with a scheduled bot. The bot runs at a fixed interval of few mins and polls for such requests raised by business user. It then provides required access to the user and resolves the ticket in ServiceNow as well.

Customer saved \$150 K per year.