SysAid®

WORKFLOW DESIGNER

Take control of the way your work flows

Workflow Designer gives you the power to easily build and modify workflows in order to drive business impact across more areas of your organization.
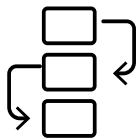
YOUR WAY

Work your way

Make no mistake. Service management works better with workflow and automation capabilities. That's a fact.

These capabilities facilitate both internal and interdepartmental workflows, enabling teams to work better together to drive end-user productivity.

However, traditional ITSM tools can limit how your service management teams function – forcing you to work in the way that the tool wants you to. It's the technology version of the *tail wagging the dog!*

At SysAid, we believe that you don't need to be constrained by the lack of flexibility or reliance on manual activities. Make the technology work for you.

SysAid Workflow Designer

Digital transformation necessitates continual improvement, not simply a one-time change. Your process managers therefore need the ability to quickly design, create, and modify workflow processes.
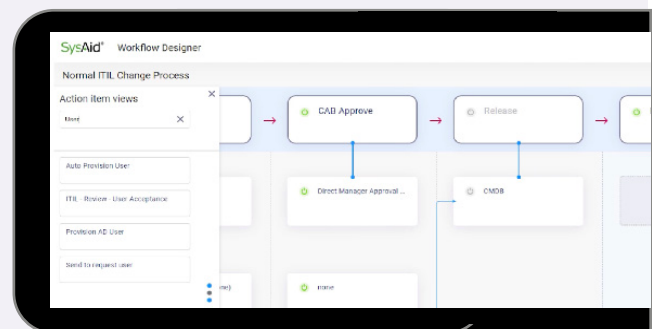
There's also a need to see how your work flows visually. Where understanding the dependencies makes it easier for people to work together and to identify issues and opportunities for process improvement.

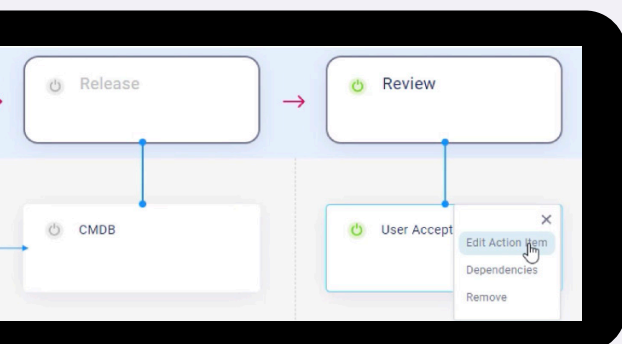This is why we built the SysAid Workflow Designer.

Workflow Designer is the easiest way to create, share, and optimize digital processes.

You can rapidly design and edit workflows without coding or scripting, providing you with real-time visibility of the end-to-end process.

Workflow Designer fosters interdepartmental collaboration by enabling process managers to build new workflows without any formal training or technical expertise. This new interface will help SysAid users increase productivity, save time and resources, and drive business impact.

Add a new action item by dragging it into place

**Edit an action item's fields
and dependencies from the action item's menu.**

Workflow Designer builds upon SysAid's existing workflow engine with an intuitive new interface that maps and visualizes processes.

The drag-and-drop UI gives users the agility to quickly design workflows on the fly, in response to new software, regulations, or strategies. Normally, these changes would take place in a silo and therefore create friction. But Workflow Designer is made to foster sharing, discussion, and iteration.

Plus, Workflow Designer has the power to add service orchestration capabilities with Automate Joe, enabling parts of the workflow to be automated:

- Eliminate unwanted delays and human errors
- Reduce costs
- Deliver amazing service to your end users

Extend your service management capabilities beyond IT

IT teams are not the only ones who need help in delivering better service to the organization using workflow and automation capabilities.

SysAid has long supported enterprise service management strategies that allow customers to extend proven service management capabilities to other business functions such as HR, facilities, and procurement.
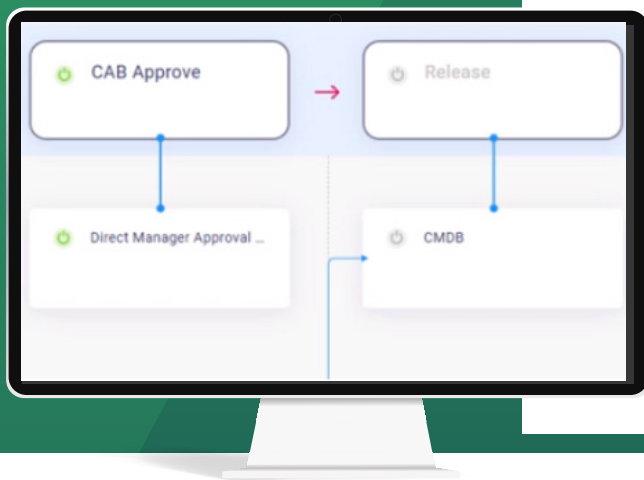
Workflow Designer can help these business functions optimize their operations and outcomes. Digital workflows can be quickly designed, delivered, and modified – by non-developers – using a visual interface, drag-and-drop capabilities, and easy-to-use editing tools.

Quickly add new Workflow tabs.

Benefits

With Workflow Designer, every part of your organization, in addition to IT, can benefit from:

- Increased control over digital workflows to promote team and interdepartmental collaboration

- Amplified agility by empowering teams to change processes on-the-go

- Improved productivity and efficiency by visualizing workflows in a format that can be shared and iteratively redesigned

- Saved time and reduced costs when combined with Automate Joe, SysAid's built-in service orchestration engine, by simply designing and automating recurring workflows

- Enhanced service delivery by enabling process managers to eliminate bottlenecks and optimize resolution times

Real-world examples for your departments

1

Employee onboarding process

Although HR is typically accountable for onboarding new employees, different departments also perform key roles in successfully completing the process. For example, IT, facilities, and finance need to work together – following HR's lead – to ensure that new employees feel welcomed and have everything they need to be able to do their jobs effectively from day one.

First, **HR** needs to receive all the necessary approvals from the hiring managers and finance before making a job offer.

Once the offer has been accepted by the new employee it triggers a number of tasks and workflows.

This may begin with the **IT** team enabling new user system requirements and providing the computing and telephony equipment each employee needs for their new role.

Security then needs to provide a key fob for authorized access to the office and designated areas.

The **facilities** team needs to provide a suitable desk, chair, and personal storage.

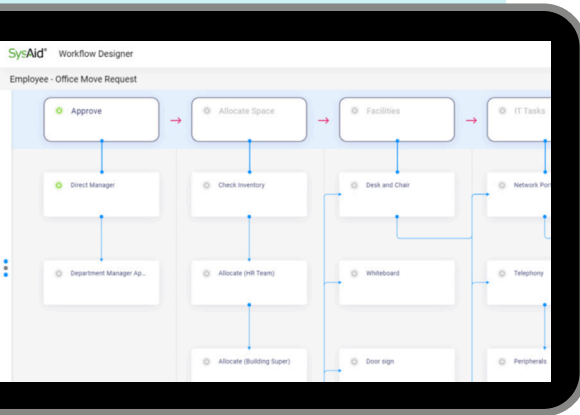And **other departments** might have onboarding responsibilities to effect too.

It's a lot, and it all becomes that much easier when using Workflow Designer to digitize such processes.
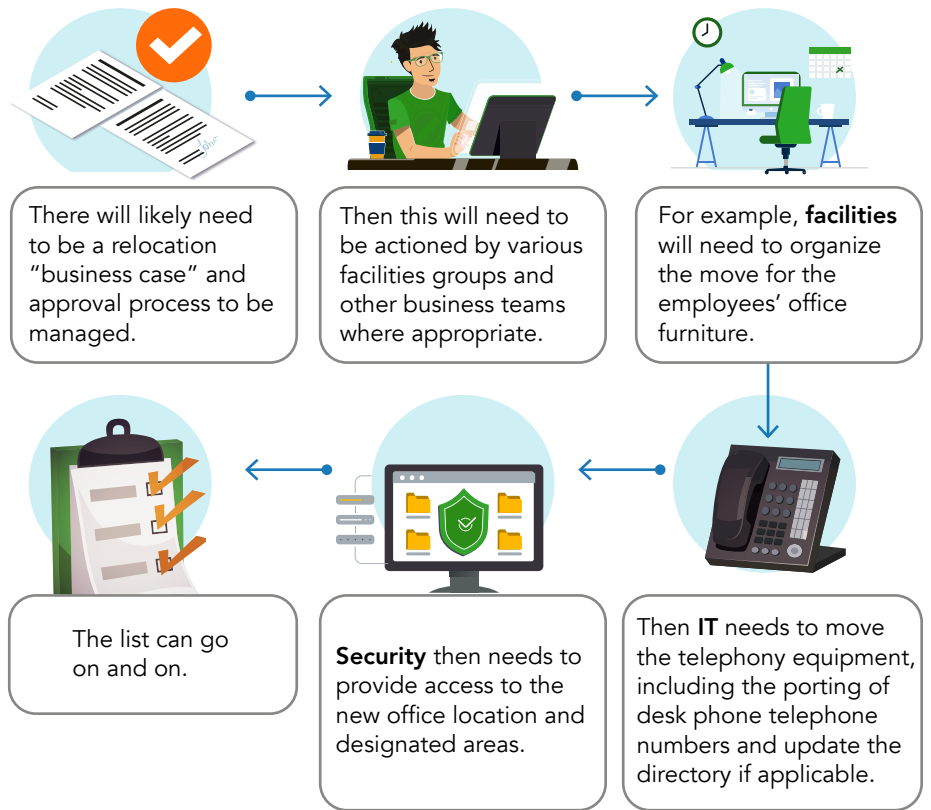
2

Office relocation request process

Speed up facilities management processes, such as office relocation requests, which typically involves multiple steps and different departments.

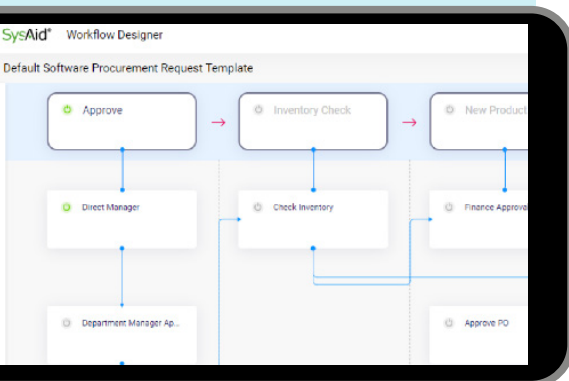**Accelerate facilities processes such as office relocation requests and gain back time.**

There will likely need to be a relocation "business case" and approval process to be managed.

Then this will need to be actioned by various facilities groups and other business teams where appropriate.

For example, **facilities** will need to organize the move for the employees' office furniture.

The list can go on and on.

Security then needs to provide access to the new office location and designated areas.

Then **IT** needs to move the telephony equipment, including the porting of desk phone telephone numbers and update the directory if applicable.

Workflow Designer makes it easy and keeps the entire process organized in one UI that's visible to all teams involved.
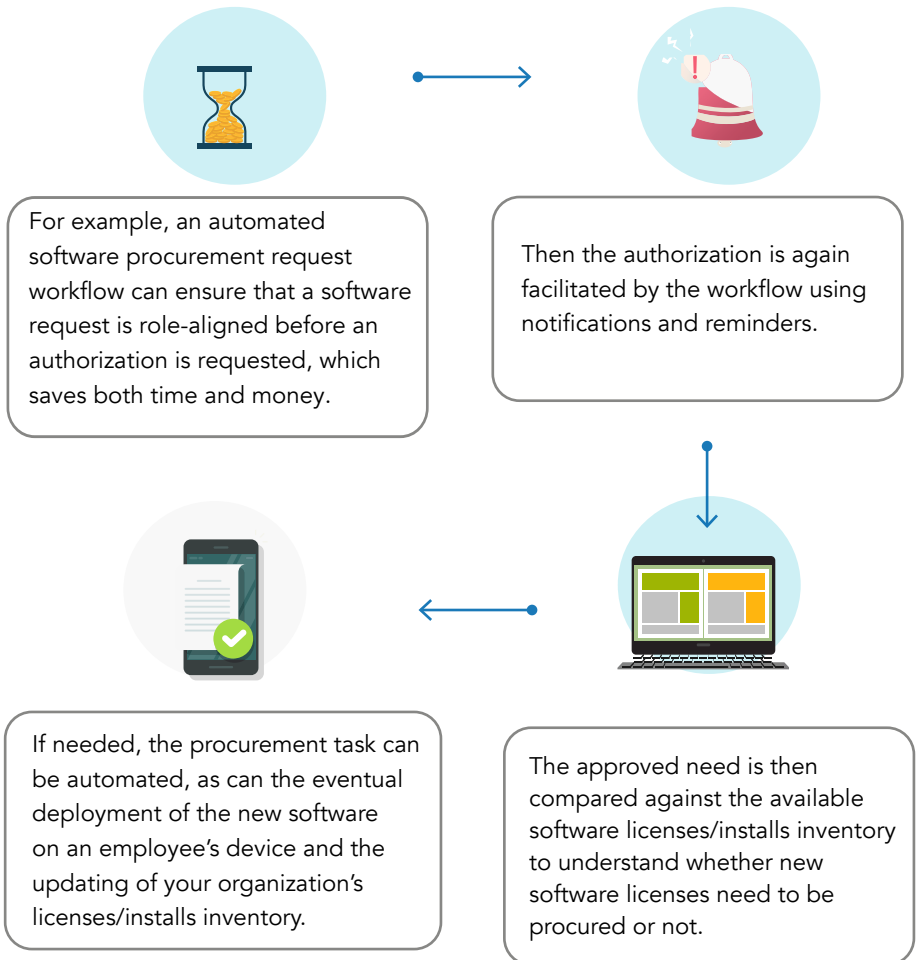
3

Software procurement process

A manual software procurement request process can be both slow and ineffective – with the default being that any new software is simply authorized, procured, and installed.

Having the process automated reaps several benefits.

Speed up fulfillment requests and reduce errors for procurement workflows.

For example, an automated software procurement request workflow can ensure that a software request is role-aligned before an authorization is requested, which saves both time and money.

Then the authorization is again facilitated by the workflow using notifications and reminders.

If needed, the procurement task can be automated, as can the eventual deployment of the new software on an employee's device and the updating of your organization's licenses/installs inventory.

The approved need is then compared against the available software licenses/installs inventory to understand whether new software licenses need to be procured or not.

Workflow Designer allows your procurement teams to speed up the software procurement request process and ensure that new purchases are made only when needed.