

# AYEHU CONNECTOR TO HEAT SERVICE MANAGEMENT

## Closed-Loop IT Process Automation

Ayehu's IT Automation and Orchestration Platform integration with ivanti HEAT service management (ITSM) solution equips IT Ops teams with a seamless, closed-loop process automation.

### Key Benefits

- Accelerate the reporting, escalation, and resolution of tickets and incidents
- Eliminate repetitive, manual work and human errors
- Significantly reduce the amount of noise and false positives
- Empower Level 1 and Level 2 staff to work on more strategic projects
- Ensure fully documented end-to-end processes for compliance purposes
- Leverage two-way SMS and email for event notifications and escalations

### Business Challenge

The Today's IT departments are buried in a veritable flood of alerts and requests. The noise at the service desk is overwhelming, leading to human error and significant loss of productivity from the volume of manual, repetitive processes that need attention. One full-cycle process to open, update and close a ticket at Level one could take 15 minutes, with 80% of such alerts requiring escalation to Level 2 support. In the end, the entire process for one, single ticket adds up to an average of two hours. Most IT operations manage hundreds of such processes in any given week. That just doesn't scale.

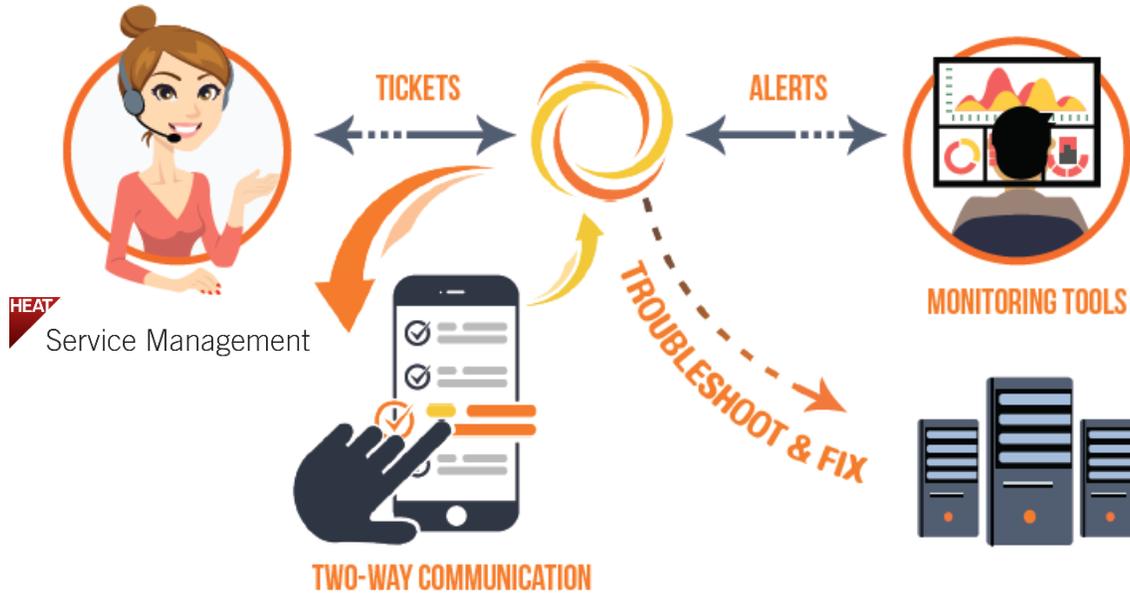
### Solution Overview

Acting as a force multiplier, the Ayehu platform seamlessly integrates with ivanti HEAT Service Management for powerful closed-loop IT process automation. With pre-built functions to rapidly automate repetitive, manual tasks and processes within your ivanti HEAT Service Management instance, you can free up operations teams to focus on higher-level projects, significantly reduce human errors, and greatly improve service levels.

### Examples of use cases that can be AUTOMATED using ivanti HEAT Service Management integration with Ayehu:

- Automated opening, updating, and closing of tickets as well as conducting service and change requests
- Automated handling of server outage alert and tracking the incident
- Automated polling of ivanti HEAT service management for Service Requests to transfer an employee to a new department, handling the needed changes in Active Directory, and updating the Service Request upon completion.

## How It Works



## Key Features

 <p>Get work done while you sleep with the <b>Workflow Scheduler</b>, allowing you to execute non-critical tasks outside business hours.</p>	 <p>Easily <b>Find the activities</b> that are relevant to the workflow that you are building, out of hundreds of pre-built activities</p>	 <p>View the <b>Audit Trail</b>, displaying the logged details of each workflow executed (time, activity, status, result, etc.).</p>
 <p>Associate workflows with keywords through <b>Tags</b> to quickly search and return commonly used workflows.</p>	 <p>Rollback changes to workflows, with <b>Version Control</b>, allowing you, to review, compare, and revert to previous versions if necessary.</p>	 <p>Easily set <b>Workflow Permissions</b>, ensuring proper access levels to team members.</p>

## Trusted by over 130 businesses



### About Ayehu

Recently named by Gartner as a 2016 Cool Vendor, Ayehu helps IT and Security professionals to identify and resolve critical incidents, simplify complex workflows and maintain greater control over IT infrastructure through automation. Ayehu automation & orchestration solutions have been deployed by major enterprises worldwide and currently support thousands of IT processes across the globe. For more information, visit [www.ayehu.com](http://www.ayehu.com) and the company blog. Follow Ayehu on Twitter and LinkedIn.