

## Case Study on **EDA Software Company Enhances Support Experience with Service Desk Automation**



### **ABOUT THE CLIENT**

**Cadence Design Systems, Inc.** is a leading multinational company that designs electronic design automation (EDA) software and provides engineering services. Cadence produces the software, and the hardware required for design of the integrated circuits. It manufactures the systems on chips (SoCs) as well as produces printed circuit boards. With over 30 years of computational software expertise, solutions from Cadence power the world's most innovative companies in domains such as hyperscale computing, automotive, aerospace, industrial, health as well as 5G communications.

Named as one of the top 100 companies to work for six years in a row, Cadence has a strong focus on innovation, employee satisfaction, and customer delight. To maintain its prominent market position in the EDA segment, Cadence is continually improving its internal processes and exploring new technologies to enhance its operational efficiency and reliability.



### **PROBLEM STATEMENT**

The company had moved to Remedyforce, which is a well-known, cloud-based IT service management tool. However, the service desk would manually categorize the service tickets before assigning them to the appropriate teams for resolution, causing delays in ticket processing. Lack of self-service portal for logging requests and follow-up caused the internal customers, which are the company's employees, to face severe delays in the issue resolution. The employees would often make multiple follow-ups, visit the service desk personally causing frustration, and delayed resolution impacting business activities. An internal study revealed that the service desk could fully resolve only 20% of the tickets from the 20,000-30,000 tickets logged every month. The massive backlog and pressure to solve the issues resulted in degraded service quality for the customers and caused unintended consequences such as termination of incorrect people and others.

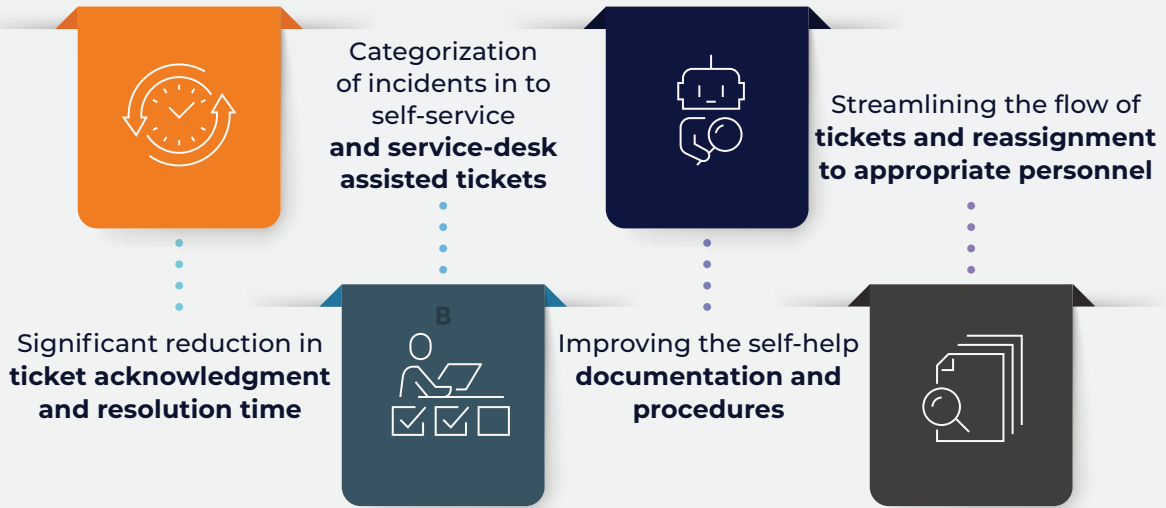
The matter became a serious operational problem for the company, which needed urgent attention. The management quickly got involved, started analyzing the problem, and evaluated potential solutions that were quick to implement and cost-effective.



### **A STRONG CASE FOR AUTOMATION**

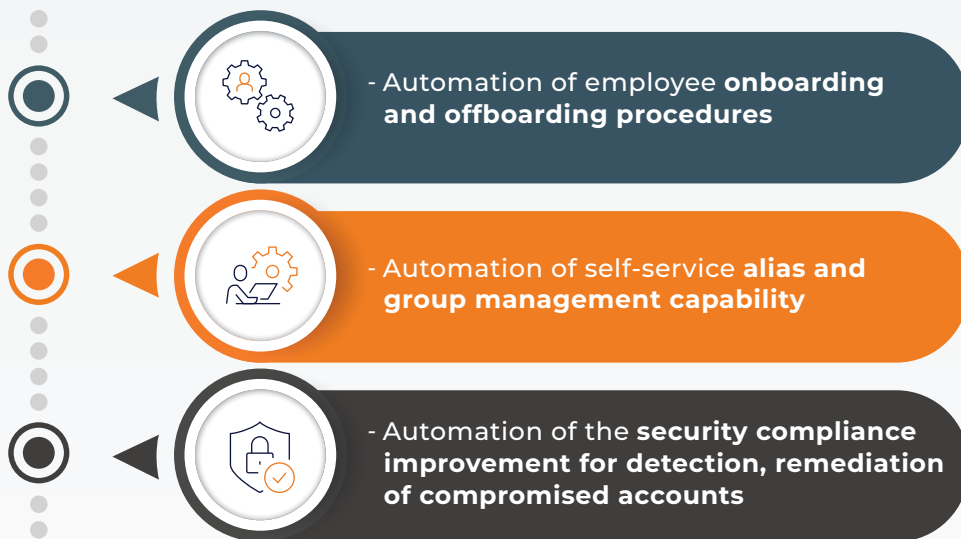
The management team swiftly performed root-cause analysis and identified the problem areas as well as opportunities for improvement. It was determined that handling a large number of users and the volume of tickets a process optimization and automation solution is needed.

## The Management Identified Below Priorities



The documentation of various self-service ticket categories resulted in the identification of the parts of the processes that could be systematically automated. Breaking down the problem into actionable priorities paved the way for process automation.

## Below Use-cases Were Identified for the Pilot of the Process Automation





## SOLUTION APPROACH

The solution implementation team selected the two frequently used services required for employee onboarding and termination, namely Cisco phones and Cisco Webex accounts. The automated allocation, deallocation of these two services to employees was done.

The other services chosen for automation were related to the transactions surrounding groups, aliases, and compromised credentials.

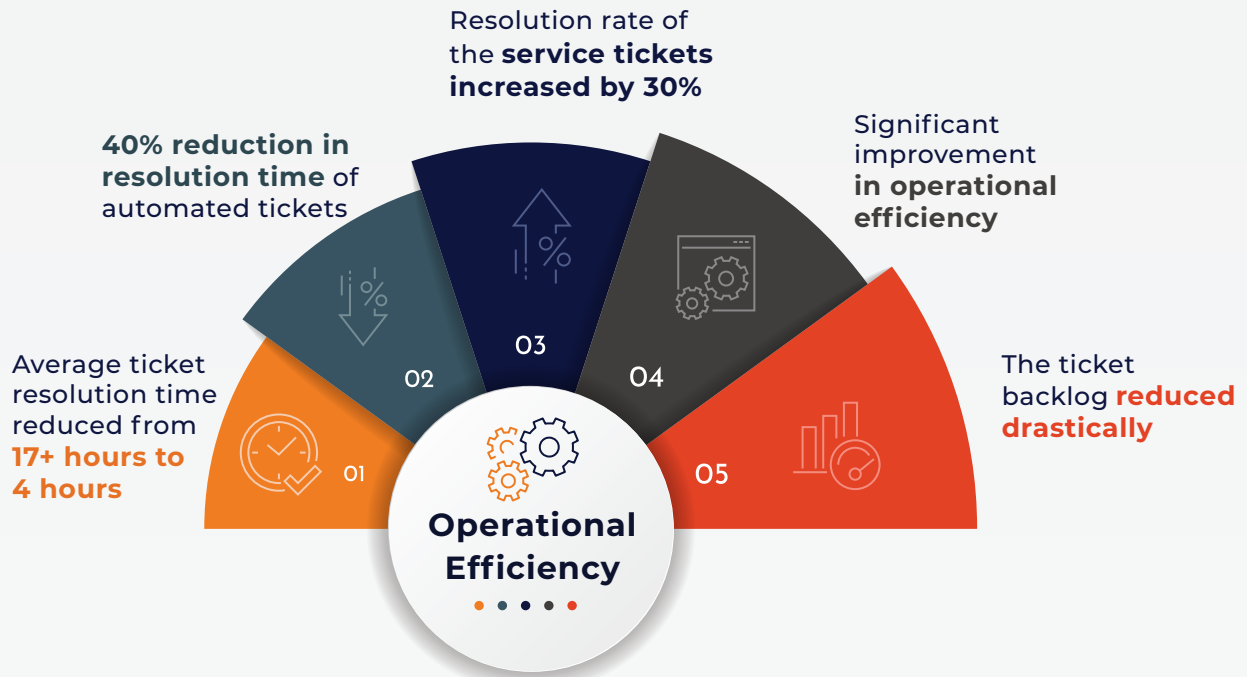
Cadence selected AutomationEdge as their platform of choice for their enterprise process automation. AutomationEdge was shortlisted due to its comprehensive capabilities such as robotic process automation, machine learning, NLP, ETL, API integration, and Ready Bots. AutomationEdge provides a drag and drop automation framework, offering ready to use integration with several leading enterprise systems. It supports both robotic process automation as well as IT process automation.



## BUSINESS OUTCOME

The process automation team was able to rapidly deploy and configure the AutomationEdge platform to successfully automated the pilot processes. The intuitive and easy to use automation framework provided by AutomationEdge resulted in quick implementation of the selected use-cases.

**With its powerful automation platform, Cadence quickly realized numerous benefits of automation.**



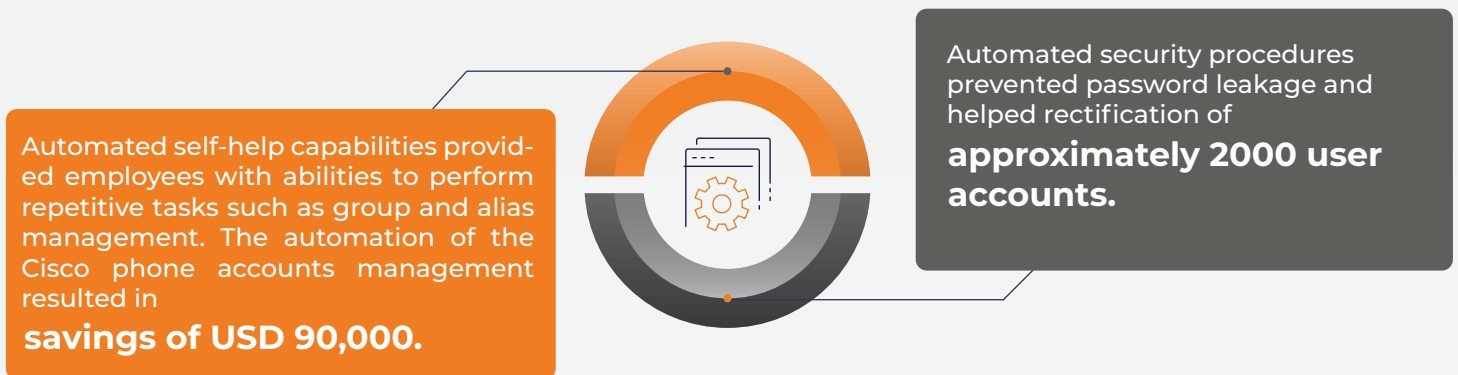
### Cost Reduction

Reduction in the average effort required for resolution **resulted in cost savings.**

## Customer Satisfaction



As part of this initiative, Cadence automated two processes using AutomationEdge:



## CONCLUSION

AutomationEdge is an AI-driven, unified enterprise automation platform preferred by leading multinational enterprises. It seamlessly integrates all the cutting edge technologies required for automation such as artificial intelligence, machine learning, chatbots, ETL processes, API integrations, and automation engine. It also has several ready bots for typical IT, Business, and HR functions.

Embracing the AutomationEdge platform resulted in a high ROI for Cadence. First and foremost, they resolved their primary issue of improving the operational efficiency and meeting service-level agreements for issue resolutions.

Secondly, the AutomationEdge platform brought on board various capabilities, such as automatic alerts for self-help transactions. These notifications resulted in high transparency and improved reporting. AutomationEdge features more than 4000 types of alerts across its automation suite that empower the employees with the right information at the right time.

Another notable benefit of process automation was to reduce the burden of repetitive and time-consuming tickets from the IT staff. The IT staff was able to focus on more technically challenging tasks, which resulted in improved morale. Cadence was able to retrain the team on new technologies.

With the outstanding success of the initial automation efforts, the management is exploring new opportunities to automate more processes. The automation experience has proven invaluable to all stakeholders—the employees, the IT team, and Cadence's management team.

Cadence has now embarked on a journey to automate additional and complex business/IT processes. AutomationEdge has indeed become an integral part of Cadence's operational success story and a partner of choice.