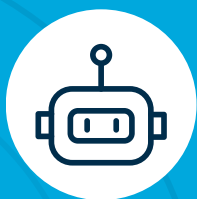


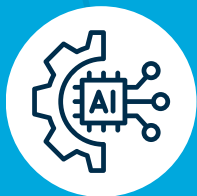


# IT Process Automation

IT departments often manage **critical applications, complex orchestrations**, and continuous data flows. When systems do not communicate with each other and many tasks remain manual—such as synchronization between platforms—**operations slow down**, workloads increase, and **the risk of error grows**.



**Agentic AI:** autonomous task execution, interaction with complex systems, and continuous adaptation.



**Integrated hyperautomation:** combination of automation, artificial intelligence and AI agentic in a single platform.



**Custom automations:** integration with custom platforms and different infrastructures.

# IT Process Automation

## Case Study

### The problem

**Misalignment between systems:** comparing and updating multiple systems increases the risk of error

**Fragmented HR onboarding:** creating accounts on multiple applications involves repetitive tasks

**Ticketing system management:** numerous support requests, which are complex to manage and sort

### Our solutions

- ✓ **Interprets** data and adapts it to the logic of each application, without duplication or manual intervention.
- ✓ **Retrieves** personal, role, and department data to create IT accounts with role-based permissions.
- ✓ **Detects** the opening of new tickets, understands their type, and assigns them to the relevant department.

More traceable data

Operational time reduced by up to 60%

More staff for strategic functions



Advanced spreadsheet management



Report Generation



External software integration



Predictive data analysis



On-screen data scanning



BOT to update data