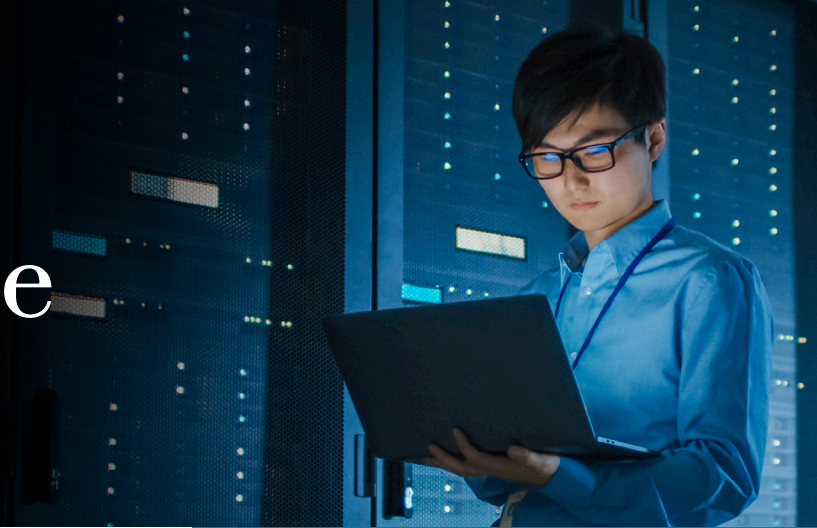# readyworks

IT Maintenance Orchestration

⚠️ **THE PROBLEM: Using manual processes to identify and correct equipment failures increases the risk of business disruption.**

All maintenance strategies – reactive, proactive, and predictive – require several common steps. First, an issue is identified, either by someone reporting the problem or a system monitoring tool reports it has happened or is likely to happen. Or routine/proactive maintenance is scheduled on a recurring basis. Next, a service ticket is opened. Details about the equipment and the issue are shared. A technician is assigned and scheduled for maintenance. If known ahead of time, necessary replacement parts are ordered and available on site for the technician prior to servicing. Resolution status is noted.

The problem is most companies use manual processes and siloed systems to manage and coordinate each of these steps. Negative consequences include poor resolution times, lost productivity due to system downtime, poor resource utilization, and even potential loss of revenue due to business disruption.

⚙️🤚 **THE SOLUTION: READYWORKS**

ReadyWorks, a digital platform conductor, integrates all your IT and business systems to collect and analyze all the information that helps inform how maintenance tasks are managed. Information like identifying the root cause of an issue, system/part description, model, serial number, location, user(s), spare parts inventory, priority level, and more are all aggregated into one central view. ReadyWorks then orchestrates all the processes required for maintenance (opening/closing service tickets, scheduling service, parts procurement, and recording issue resolution).

BUSINESS IMPACT:

- **Reduced downtime:** Faster mean-time-to-resolve (MTTR) reduces business disruption caused by equipment failures.

- **Better quality of service:** Detect and resolve issues before they are reported. Improve attainment of XLA and SLA commitments.

- **Improved compliance:** Maintain up-to-date audit trails showing all maintenance activities and resolution.

- **Better resource utilization:** Determine what is required before scheduling technicians for service. Arm them with the correct information and parts so that they can complete tasks more efficiently. Ensure that they have access to the equipment that requires servicing.

WITH READYWORKS:

- Aggregate event logs from multiple systems to identify the root cause of issues.
- Identify connected devices that are not operating within normal parameters.
- Trigger workflows based on system monitoring tools or to address abnormal device conditions.
- Create workflow templates for common maintenance tasks.
- Automatically open and escalate service tickets.
- Trigger procurement workflows.
- Trigger automated communications to owners and stakeholders to provide ticket status.
- Automatically notify third-party vendors when support is required.
- Log all activities in one central place.

WHAT'S INCLUDED:

- Bi-directional connectors to collect asset information from data-sources including, system monitoring tools, configuration platforms, identity management systems, and ITSM tools. (10 connectors included in standard subscription.)
- Outbound orchestration to detect, assess and correct issues including notifying third parties that support is required.
- Outbound orchestration to procure replacements parts.
- Automated communications to notify required parties that an issue was detected and to report on status.
- Automated workflows to open, escalate, and close service tickets.
- Configurable dashboards and reporting to show status of maintenance issues.
- Guided implementation followed by ongoing support and training.

Automate your maintenance processes.

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