

# The data disconnection challenge for global enterprises

How one Fortune 250 adopted automation to achieve smooth data movement.

## The data disconnection challenge

Disconnected data comes at a high cost for the modern corporation – both fiscally and in terms of productivity. Data siloes emerge as a natural by-product of our mounting technology stacks. For every new point solution, point pollution occurs in the attempt to unite and integrate company data.

For example, 76% of organisations have data trapped in legacy systems. Meanwhile, organisations lose an estimated \$140 billion per year in wasted time and resources, duplication of effort, and missed opportunities. All as a result of disconnected data<sup>1</sup>.

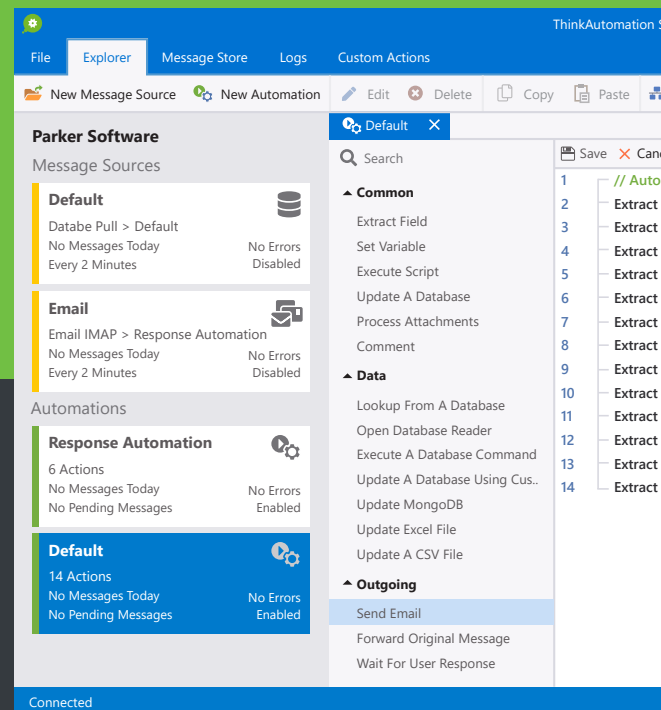
The most common solution to this disconnection problem is to manually copy-paste data from system to system. But aside from being error-prone, this approach represents a colossal drain on company resources. (Not to mention company morale.)

How, then, to cut through the bureaucracy burden and reduce labour-intensive manual data administration? The most competitive companies are increasingly turning to automation. A cost-effective way for organisations to manage data, automation offers speed, savings, and strategic advantage.

Here's a use case of how one Fortune 250 has applied automation to achieve smooth data movement from point to point.



# ThinkAutomation



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### Enterprise challenges

Our customer is a Fortune 250 in the manufacturing industry. And, with a global workforce of almost 60,000 employees, the behemoth deploys a vast suite of technology solutions across multiple teams and regions.

This complex network of systems – while enabling smoother, faster business – also creates a data cohesion challenge. One such challenge for the organisation's customer service department involved getting data from a busy help desk system into a new enterprise content management system for secure archiving.

As is common with disparate applications, no smooth integration option between the two solutions existed. The result of this disparity meant that employees would have to continuously extract data from their help desk platform and archive it into the third-party as a manual process.

Which, for a fast-paced enterprise like our customer, represented a costly impediment.

On an individual level, handling repetitive data extraction and duplication would take employees away from the meaningful tasks on which they should be focusing. On a business-wide level, it would slow the pace of important processing—forcing team members to deal with friction and bureaucracy.

And so it was that our customer looked to automate the

bottleneck. In short, the organisation needed a tool capable of bridging their help desk database into their new archiving platform.

Enter ThinkAutomation.

### Introducing ThinkAutomation

ThinkAutomation is an open-ended automation platform. It provides a digital workshop from which users can design their own custom workflows – from single actions through to complex, multi-tiered processes.

Rather than coming pre-loaded with set automated workflows, or powering a set selection of actions, ThinkAutomation offers limitless scope. Users can build as many workflows as needed, to automate whatever process needed.

And, of chief interest to our customer, the ThinkAutomation platform does not cap its automations or impose data limitations. Meaning that the corporation could parse vast volumes of data from any source, and process it to any third-party system(s), in any way required.

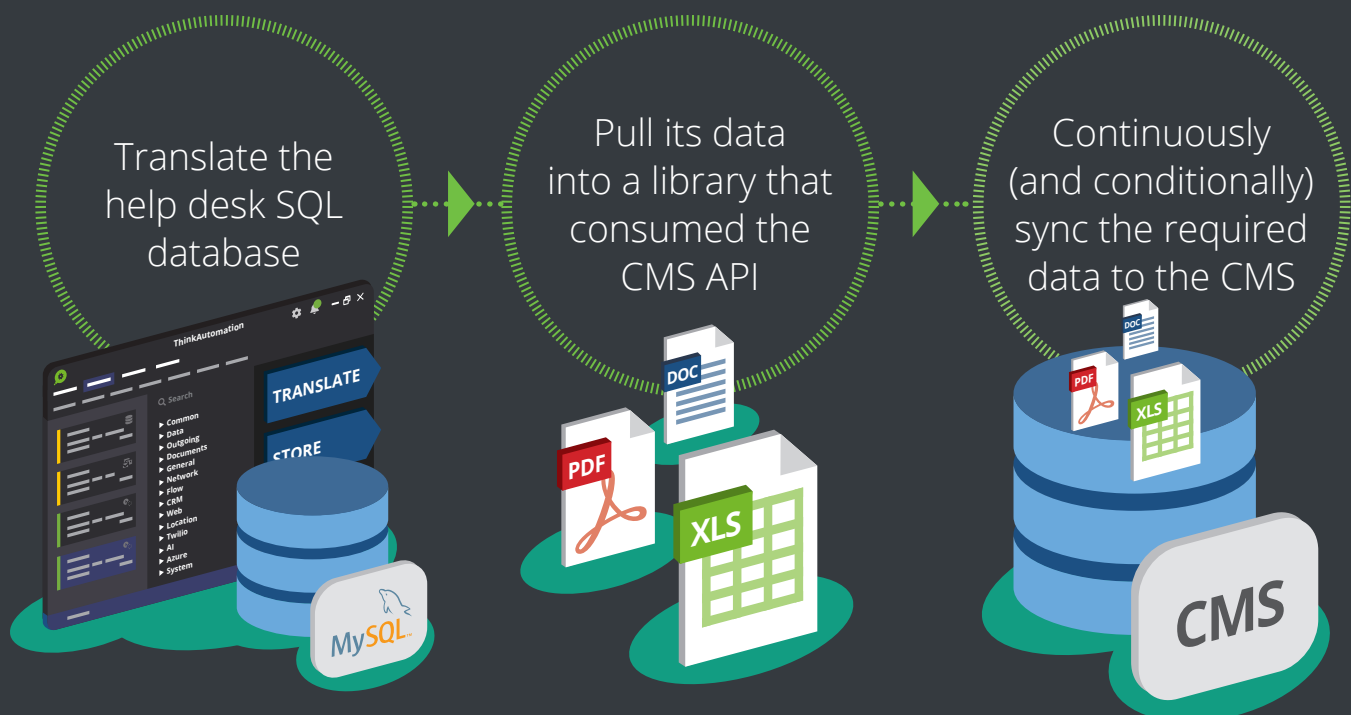
Importantly, our customer also wanted a system which they could self-manage. With automation being a strategic imperative for an enterprise of that size, the company wanted maximum customisation, with minimal vendor dependence. Which is exactly what ThinkAutomation and its self-hosted, open-ended setup could provide.



### A customised solution

Our customer's help desk system has a SQL database backend. Their new content management system (CMS), meanwhile, did not. This meant that with one relational database, and one non-relational database, the process of a data automation flow from point A to point B was rendered more complicated.

So, a custom ThinkAutomation script was built to:



This automated process removed the data bottleneck our customer had been facing, enabling a fast, effortless flow of needed data. All without restrictions on processing loads and data volumes.



### Maintaining ownership

While automation in itself is essential, so too is being able to own those automated processes. Particularly, that is, for a Fortune 250 with a labyrinth of workflows spread over an enormous technology ecosystem.

To ensure that their automation solution remained accessible, understandable, and fully under company control, our customer chose a consultative approach.

This involved a program of training sessions to upskill the company's departmental team lead on how to deploy ThinkAutomation.

So, as well as having ThinkAutomation securely installed on their own servers, our customer could also optimise and extend their automated processes at any time.

### Scalable efficiency

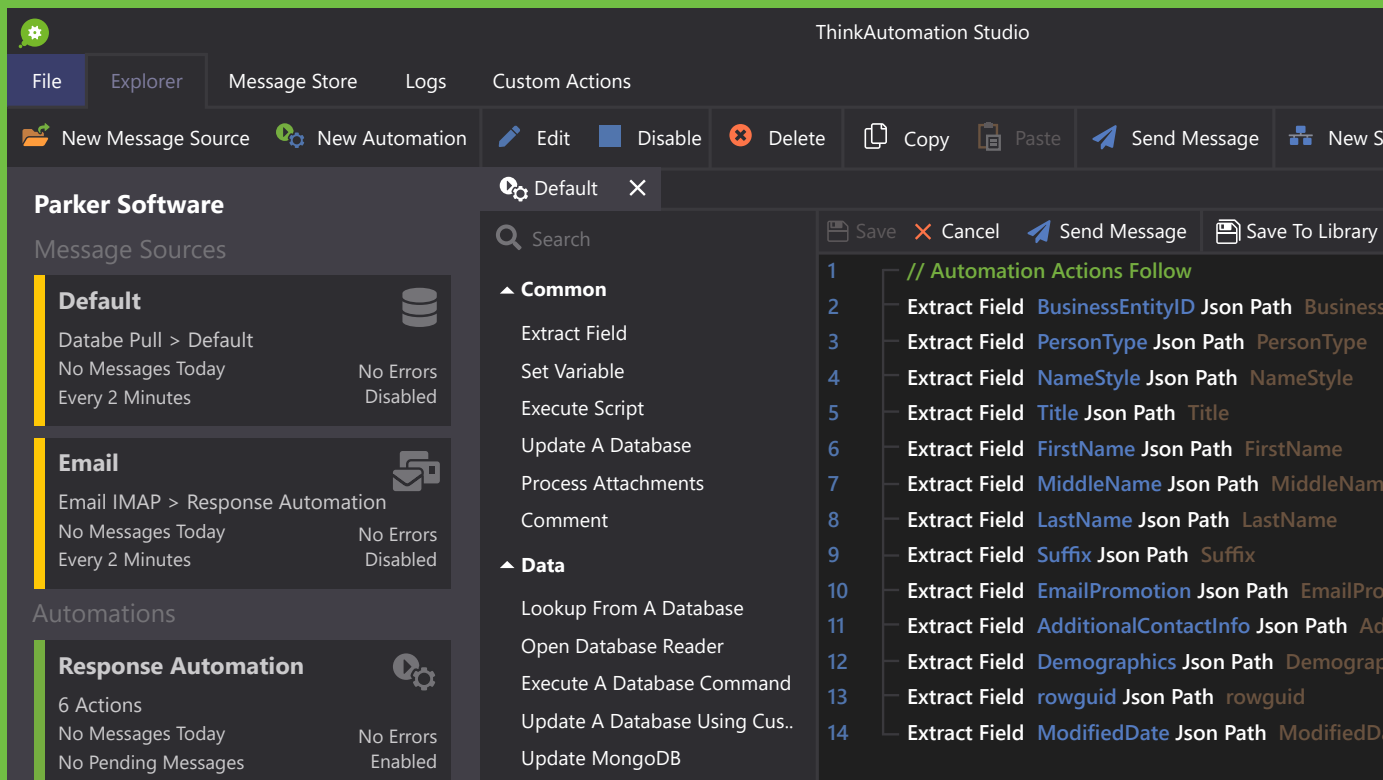
With ThinkAutomation in place – and its uncapped workflow allowance only waiting to be further tapped – our customer is primed to automate ever-more processes.

In the words of the lead on the outlined ThinkAutomation project:

*“The Parker Software team has been attentive, flexible, knowledgeable and supportive the entire way through.*

*I am personally very happy with our decision to work with the company.*

*The more I learn about ThinkAutomation, the more wild ideas come to mind where I can use it to increase our productivity. I am excited to start my next project with the platform.”*



**Automation is a journey**

As corporations such as our customer highlight, automation is a journey. There is no 'end' point to an automation implementation. The more processes evaluated, the more potential for optimising and streamlining via automation.

In the first year alone, in fact, implementing automation in the office generates 30-200% ROI<sup>2</sup>. And companies that are highly automated are 6x more likely to see revenue growth of 15%+<sup>3</sup>.

Fortune 250s have already started their journey. Why not start yours?



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1 <https://www.snaplogic.com/resources/white-papers/high-cost-disconnected-data>  
 2 <https://www.mckinsey.com/industries/financial-services/our-insights/the-value-of-robotic-process-automation>  
 3 <https://www.servicenow.com/lpwhp/state-of-work-2017.html>