



# HOW SELF-SERVICE AUTOMATION IS REVOLUTIONIZING THE IT INDUSTRY

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The concept of self-service automation is spreading almost all sectors, especially in IT sector. It's become a part of our nitty-gritty day to day business activities. Take an example, in the previous days people have to visit banks personally if they want to withdraw money. Moreover, they have to visit only the banks where they have opened bank accounts. After introducing the Automatic Teller Machine (ATM), there is no need to go to the bank, just visit any ATM even if they pertaining to other banks to withdraw the money. Now, ATM is serving almost all your services of bank. At present, there are different types of automation exists like touch screen kiosks, self-checkout terminals, and mobile apps. In the IT sector, the mundane activities like password resets and system restarts are reduced by automation. The services of highly skilled professional can be better utilized by automating such activities.

## WHY TO OPT THE SELF-SERVICE AUTOMATION

- The first and foremost reason is that it saves your time. It reduces manual involvement that saves a lot processing time.
- Automation improves perfection in work and quality in the product. It automatically boosts your productivity.
- It saves a lot of money to your organization. Automation reduces the manpower and everything will be automated.
- It increases the speed of work. Automation definitely faster and perfect compared to manual work.

## MIRAT SELF-SERVICE AUTOMATION

The Novel's MIRAT software application is the best option for the self-service automation. It is an IT infrastructure automation product. The following are some of the important features of MIRAT.

- It opens the incidents automatically based on the service catalog.

- It updates incidents SLA as per priority.
- It gives incidents status workflow as and when required.
- The MIRAT monitoring finds the status of your assets on a configured server.
- It opens tickets in the ITSM automation platform.
- Many of the incidents are resolved automatically by MIRAT without your knowledge. This automation process is called a self healing process.