## IT operation made more efficient using Brity RPA<sup>1</sup>

## IT Operation Efficiency Achieved through RPA Adoption

Brity RPA, Samsung SDS' process automation solution, automates repetitive operational tasks to minimize human error and quickly respond to customer feedback.

## RPA Applied to Operational Tasks Operation Management Support Mgmt. Improvement Mgmt. 66 028 Ø Service Level Application System **Regular Operations** Irregular Operations Preventive Activities (App. maintenance) (request & failure handling) Change (business continuity) Mamt. Failure prevention · Operation KPI mamt. App. monitoring/ Inquires handling New developments check activity Service performance Incident/ Function · Failure vulnerability failure handling enhancements Settlement/ report check Rolling plan support · User training support · Bug fix · Security vulnerability · Audit/reorganization 9 Business issue Performance check support handlina improvement Quality/Config. Mgmt. Regular PM support System (BC) Demand project support · Quality/config. Assurance/control PKG install/uparade 1 Daily inspection automated 2 Post-PM system check automated 3 Authority assignment result monitoring A SR deadline check automated **6** Firewall inspection automated 6 Security vulnerabilities auto-extracted

8 Reporting data auto-extracted

Operation KPIs auto-shared

7 Operation cut-over inspection automated

<sup>&</sup>lt;sup>1</sup> RPA: Robotic Process Automation