POWERSCRIPTS CASE STUDY
Major sports product manufacturer

POWERSCRIPTS365.COM

SAY NO TO FREE-RANGE POWERSHELL

PowerScripts is a secure execution environment in which to run PowerShell scripts.

AT A GLANCE

Challenges

- Terminations Process
- New Hire Process
- Frequent Escalation to fix mistakes

Benefits

- Delegating down to the Service Desk saves approximately $75 per transaction.
- Every transaction that does not have to be escalated saves approximately $150 each.
- $20,250 in hard savings in just two months.

"Training for the termination process has become simple. No longer do we need to walk technicians through a 50-step process.:

Nick Jenkins
O365 System Administrator

OBJECTIVES

The new hire and termination processes both involve multiple steps and variations depending on the circumstances. For instance the new account setup procedure is slightly different depending if the new hire is a contractor, hourly, non-exempt, and which location they are to be based in. Likewise, terminations also vary enough that sometimes it required up to 50 unique steps.   The Service Desk often made mistakes which got escalated to the next tier to fix after the fact.

SOLUTIONS

The company made two custom PowerScripts with the help of RPR Wyatt engineers. When a new hire is onboarded, the Service Desk locates the manager and selects the New Hire script. Questions include where the employee will be based, what email domain to associate them with, and their employment type. After completing the questions the Service Desk presses the Execute button and the script takes care of the rest.

When it's time for an employee to leave the Service Desk gets a termination request ticket. They locate the user's name in VitalSigns and select the termination script. Simple.

RESULTS

Terminations
In a two-month trial run, the Service Desk processed approximately 270 terminations with ZERO issues reported.

New Hire
New hires were handled by region, each following slightly different procedures. Delegating the process to the Service Desk enabled repeatable, consistent results, every time

Additional Results
Other scripts were put into production to duplicate a user's Team membership and also to move a user's OneDrive files to a new person.