**ERP processes automation in corporate environments**

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**Abstract.** The automation processes are used in organizations to speed up analyses processes and reduce manual labour. This study presents the newest trends in process automation, its benefits such as security, ease of use, reduction of overall process duration, and provide examples of SAP ERP projects where this technology was implemented and meaningful impact was obtained.

**1 Automation principles**

The IT industry has, for decades, focused on process automation and ways to increase IT productivity and efficiency with aim to reduce operator errors. Furthermore, making sure that the IT specialists are focusing on innovation in the base areas of the business, working through complex problems, and improving productivity is of the highest importance [1]. Thus, automation is becoming ever more critical.

The topic of this paper is to present the newest trends in process automation, its benefits (security, ease of use, reduction of overall process duration) and provide examples of SAP ERP projects where this technology was implemented and meaningful impact was obtained.

**2 Implications and uses of automation technology in the IT sector**

**2.1 What is Enterprise IT Automation services?**

Enterprise IT Automation Services provides the ability to fix problems immediately, as they occur, reducing the Mean Time to Respond (MTTR) from days and hours to minutes.

The enterprise IT infrastructure is continuously being analyzed and logged by Enterprise IT Automations Services, tracking and logging everything and so providing granular, transparent and deep level details. The created data can be then analyzed further in order to identify patterns and provide starting points for continuous improvements.

**2.2 What are the benefits of Enterprise IT Automation services?**

Automation service solutions [2] have been deployed consistently trough the clients’ landscape worlds wide and demonstrated value to clients in areas like:

• Service level and quality improvements

• IT staff productivity and efficiency improvements

• Continual services improvements

**3 The support system for an ERP implementation. Case Study – SAP implementation for the financial branch of an automotive company**

In this paper, the case study is structured into six main parts to better present the scale and complexity of an automation process implementation [3] into a live SAP ERP support system:

• Part 1. Scale of the implementation, integration with other applications, incident management systems, and general system description.

• Part 2. Distinguishing between the repetitive tasks, which can be automated, and difficult incidents which require a differential analysis and resolution. Automation advantages [4, 9].

• Part 3. Designing an automation process guideline to perform the abovementioned tasks - workflow. Complete tasks versus partial automation input.

• Part 4. Testing and implementation phase. Troubleshooting and process adjustment. Implementation in a live system.

• Part 5. Post implementation analysis – time and effort saved through automation.

**4 Conclusions**

As it has presented in this papers, Robotic Automation of IT Processes is an inevitable step in the development of this ever-changing industry, as more and more companies have entered this field, both as providers of automated solutions as well as its recipients.

The advantages of such an implementation in a SAP ERP system are clear and strong: reduction of response time, a cut in man hours spent on repetitive tasks, reduction of costs and avoidance of potential faults through human failure.

**References**

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