

Service Desk Remediation

Replace manual ticket fulfillment with intelligent, governed automation that works across any application.

The Illusion of Service Desk Automation

Most organizations believe their service desk is automated. Tickets are generated automatically from monitoring tools, self-service portals route requests into queues, and SLAs track response times down to the minute. From the outside, the process looks modern and efficient.

The reality is different. At the end of every automated ticket sits a human. An identity specialist reads the ticket, interprets the request, logs into one or more applications, navigates screens, performs the required action, updates the ticket, and moves on to the next. The majority of these tickets are identity-related: provisioning requests, permission changes, entitlement modifications, password resets, account disables. This pattern repeats hundreds or thousands of times per week, consuming the very specialists your organization depends on for governance, compliance, and strategic identity initiatives.

Automated ticket creation is not automated ticket resolution. The most time-consuming and error-prone part of the process, the actual fulfillment, remains almost entirely manual.

The READI Approach

READI Smart Connector changes how service desk remediation works. Instead of requiring identity specialists to manually navigate applications for each ticket, it accepts plain English instructions and executes them automatically.

Smart Connector uses AI and computer vision to interact with applications the way a human operator would: seeing the UI, recognizing fields, navigating screens, reading data, and performing actions. It does not require APIs, custom integrations, or brittle screen-scraping scripts. If a human can operate the application, Smart Connector can automate it.

This includes the applications that are hardest to automate:

- Web applications without APIs or with limited integration options
- Win32 applications that only run on Windows workstations
- Line-of-business applications with proprietary interfaces
- Legacy terminal applications with green-screen or text-based UIs

Transform Service Desk Remediation with AI

Replace manual remediation with AI automation that executes workflows across disconnected and legacy applications instantly.

The Cost of Manual Fulfillment

Slow resolution times.

Users wait hours or days for access changes that should take seconds. New hires sit idle. Offboarded employees retain access longer than policy allows.

Specialized staff consumed by routine work.

Identity specialists spend their time handling provisioning requests and permission changes instead of improving governance, optimizing access models, or closing compliance gaps.

Inconsistent execution.

Manual processes vary by person, by shift, and by day. Steps get skipped. Fields get mistyped. Compliance gaps emerge without anyone noticing.

Scaling limitations.

When ticket volume increases, the only option is to hire more people. The process itself does not scale.

Governance blind spots.

Actions taken manually inside applications are difficult to audit. There is no centralized record of exactly what was done, when, or by whom.



Business Outcomes



Seconds, not hours.

Identity-related tasks that required a trained specialist to log in, navigate, and execute are completed automatically in seconds.



Reusable task library.

Every automated task is saved and reusable. Over time, your organization builds a library of governed automations that covers the most common service desk fulfillment actions.



Consistent, auditable execution.

Every task runs the same way every time, with a complete audit trail of what was done, when, and in which application.



Free identity specialists for strategic work.

Identity specialists stop spending their days on repetitive ticket fulfillment and redirect their expertise toward governance programs, compliance initiatives, and access model improvements that move the organization forward.



No application left behind.

Smart Connector reaches the applications that resist traditional automation: legacy systems, Win32 tools, and niche platforms without APIs.

Pfizer Success Story

Pfizer's service desk appeared automated from the outside: tickets were generated, routed, and tracked through modern ITSM tooling. But behind every ticket, specialized IT staff were manually logging into applications, navigating screens, and fulfilling identity-related requests by hand.

By deploying READI to automate the back end of their service desk remediation, Pfizer replaced manual fulfillment with governed, repeatable automation. Tasks that previously consumed trained specialists for hours are now completed in seconds, without human intervention.



\$1M+

HARD ROI REALIZED BY PFIZER THROUGH READI-AUTOMATED SERVICE DESK REMEDIATION

How It Works

The workflow from manual fulfillment to governed automation takes four steps:

1/ Describe the Task in Plain English

Write instructions the way you would explain the task to a new team member: where to log in, which screens to navigate, what data to read or update, and what outcome to produce.

2/ Smart Connector Learns the App

Using AI and computer vision, Smart Connector navigates the application, recognizes fields, menus, tables, and controls, and generates a governed, deterministic automation script.

3/ Save to Your Task Library

Each automation becomes a reusable task in a growing library. Password reset in your EHR system, entitlement change in a legacy finance app, account disable in a Win32 tool. Build once, execute repeatedly.

4/ Execute on Demand or by Trigger

Run tasks manually, on a schedule, or triggered automatically by service desk ticket events. What previously took a trained specialist minutes or hours completes in seconds.



Why READI



No-code, plain English instructions. Smart Connector does not require scripting, API knowledge, or development skills. Describe the task in plain language and the AI handles the rest.



Computer vision, not screen scraping. Smart Connector sees and understands application UIs visually. It adapts when UIs change, unlike brittle coordinate-based automation that breaks with every update.



Governed by design. Every task runs under READI platform controls: centralized credential management, role-based access, and a full audit trail. This is not shadow automation. It is automation your compliance team can trust.



IGA-complementary. READI extends the reach of your existing IGA platform. It does not replace it. READI is a certified SailPoint Technology Partner and complements platforms including SailPoint, Saviynt, Omada, and One Identity.

READI delivers no-code identity automation using AI and computer vision to execute workflows across any application, while extending your IGA platform with secure, governed, and fully auditable operations.

About READI

READI is the identity foundation that removes connectivity and complexity barriers, enabling IGA platforms to deliver complete governance across all applications. With a unique no-code and AI-driven connectivity approach, READI rapidly integrates virtually any system, including disconnected, unstructured, and legacy applications that lack modern APIs.



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