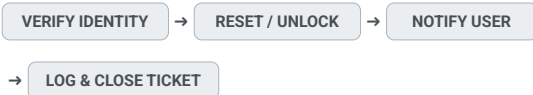


Your Service Desk Isn't Automated. Your Tickets Are.

Most organizations believe their service desk is automated, because tickets now get created automatically. But automated ticketing is not automated fulfillment. Behind the queue, people are still manually resetting passwords, provisioning accounts, granting access, and running joiner and mover and leaver steps by hand. That manual work is where SLAs slip, errors creep in, and standing privileges accumulate. Here are four workflows you can fully automate this quarter, with the logic, systems, and ROI for each.

1. Password Reset & Unlock

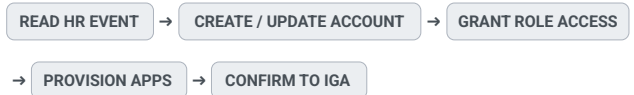
TRIGGER Self-service portal or ITSM ticket



NEEDS AD / Entra ID, ITSM (ServiceNow/Jira), MFA verification source
 EST. ROI ~30% of help-desk volume. 500 resets/mo x ~\$15 handling **~\$90K/yr**

2. Joiner / Mover / Leaver

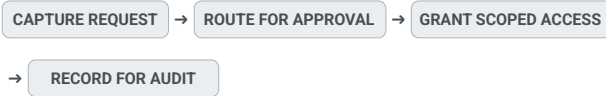
TRIGGER HR systems event (hire / transfer / term)



NEEDS HRIS (Workday/SAP), AD/Entra, IGA, target app connectors
 EST. ROI Onboarding SLA **3 days → 4h**; reclaim analyst hours per event

3. Access Request Fulfillment

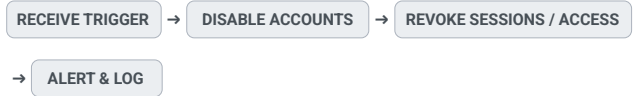
TRIGGER Catalog request or ITSM ticket



NEEDS ITSM, IGA / directory, approval source (manager / owner)
 EST. ROI Fulfillment time **days → minutes**; eliminates over-provisioning

4. Emergency Access Revocation

TRIGGER Security alert, termination, or incident



NEEDS AD/Entra, SIEM/alert source, key-vault credentials (no standing admin)
 EST. ROI Exposure window **hours → seconds**; closes the offboarding gap

Proven at Scale

~\$1M

direct ROI in 1 year

13

IT staff redeployed to strategic work

68h

onboarding SLA reduction

40K+

weekly operations on one dashboard

A 100,000-employee enterprise reached these results with READI by automating the fulfillment work that used to sit in the queue. Small, single-purpose bots are chained into governed playbooks and triggered straight from ServiceNow or Jira. Each runs under least-privilege RBAC with credentials held in the READI key vault, so the service desk executes privileged tasks without holding any standing privileges. Every run is logged and tracked in the READI ROI dashboard. ery system



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