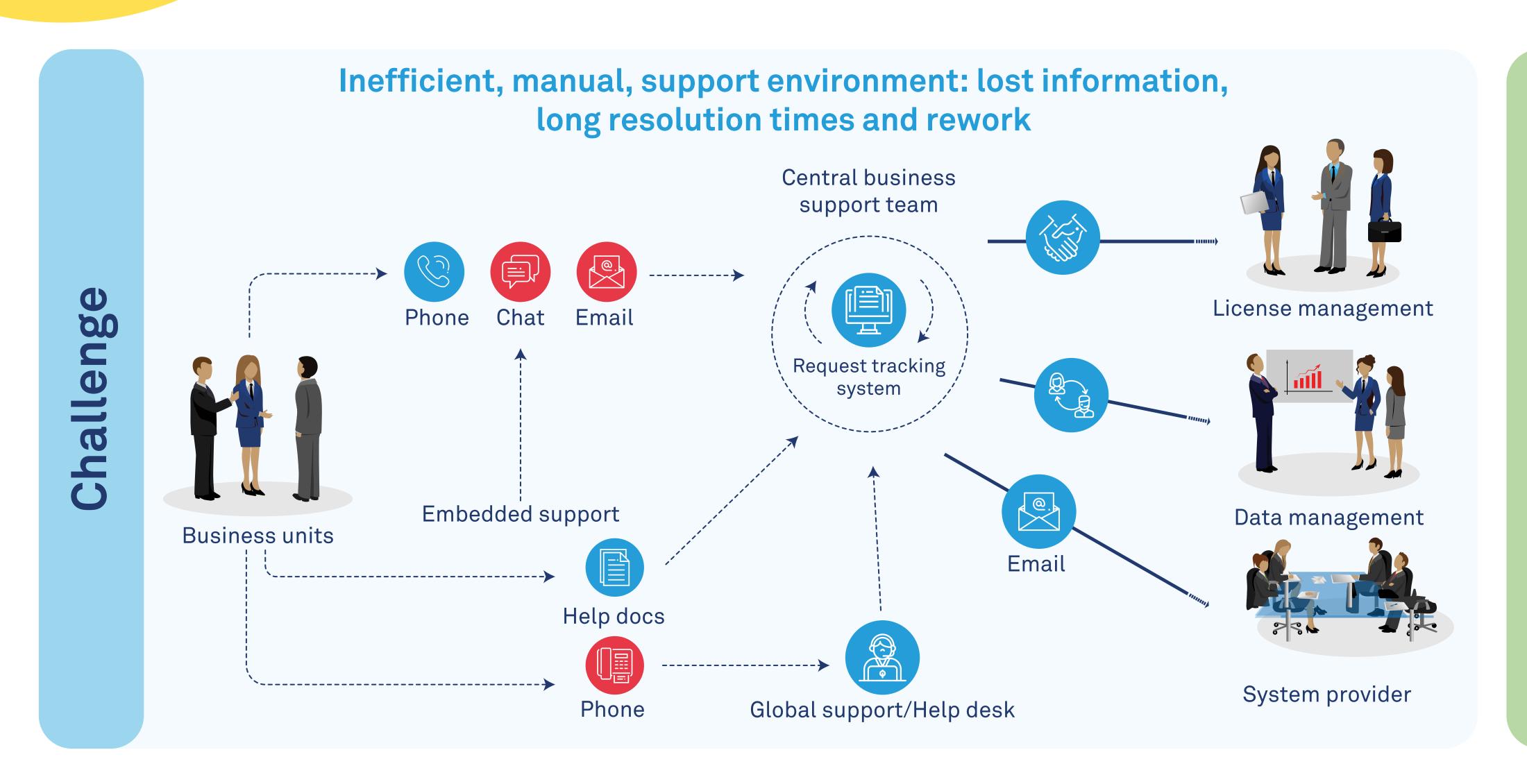


Achieving operational excellence through automation A case study



of requests from outside the United States, justifying a need for "always on" support

of requests took more than a week to resolve

Issues

Request types

78%

12%

4%

Training

