

AUTOMATE

SUCCESS STORY

 **Fiba**



Fiba Group was founded by Hüsnü Özyeğin in 1987 with Finansbank, the first investment in the finance sector. While continuing its growth in the finance sector, the Group expanded its range of activities with investments in the financial and asset management sectors. The Group sold Finansbank, its first investment in the finance sector, in 2006 and achieved the highest foreign capital inflow in Turkey's history up to that time.

When a new user starts work, quits his/her job or his/her department changes, human resources notifies the IT department by registering the user's information in the ServiceDesk Plus application and the technician in the IT department performs the necessary operations in the user's Active Directory and mail account.

Fiba Pension, Fiba Factoring, Fiba Asset Management, fintech startup Finberg and Gelecek Asset Management are among the Group's other financial investments in Turkey.

As one of the Turkish conglomerates with the largest overseas investments in different sectors and growing on a global scale with rational, permanent and innovative investments, Fiba Group continues to work to create more value for the world, society and people.

Companies like ours with crowded employee groups have steps that routinely occur in employee user transactions, recruitment or dismissal processes of a new person but cannot be resolved on time. We set out for our IT department to focus on more value-added work, so we set out to leave these routine tasks to Autom Mate. The fast and solution-oriented approach of the Autom Mate team enabled us to complete the project process in a short time and adapt easily. Thus, with Autom Mate, we have digitalised all our entry, exit and information update processes. Our colleagues in the IT department are happy to complete their work with Autom Mate in a complete and timely manner.



Alper Özerden
FIBA, IT Manager



What was the problem?



IT personnel perform similar operations every time a new employee starts a new job, leaves a new job or changes a user, and these operations do not add any additional information to the technician. In addition, every operation performed here must be done accurately and immediately because adding a user to the group belonging to the wrong department or closing the account of a user whose account should be disabled immediately after days due to the daily workload causes serious security weaknesses. Due to the workload on the IT department, sometimes the accounts of newly recruited personnel were not opened on time, which caused users to have a negative perception of the institution and the IT department from the first day.

Autom Mate Solution



Autom Mate provides user onboarding, offboarding and user logins on ServiceDesk Plus. Automatically process requests for task/department change requests through the necessary approval processes then handles and Active Directory, the required account on Exchange Server, security and distribution group operations, error-free and instant processes automates.

Recovery Process Consequences



User account transactions that create a non-value-added workload on the IT department process is done entirely through Autom Mate, enabling IT staff to provide more value-added provided to support the processes and ServiceDesk notified by Human Resources Based on the Plus registration, user account transactions were fulfilled instantly and error-free.

User dissatisfaction caused by accounts that could not be created on time and the insecurity caused by accounts that were not closed on time were completely eliminated.

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