Automate approvals against provision requests
through codified policies

CASE STUDY

About Client
A state urban development agency

Industry
Government

Service
Cloud

Business **Need**

A globally recognized state urban development agency needed to streamline its business approval processes for infrastructure deployments. Grappling with manual approvals, complex compliance regulations, and the lack of standardization across different infrastructure projects, the company felt the need to automate its systems.

Business **Challenge**

The client was struggling with the rising costs of compliance and business operations. Being governed by a wide range of regulations and the market demand for faster turnaround times (TAT), it was looking to implement an automated approval system to alleviate the following issues:

- Manual approval processes that were time-consuming and impacting its TAT.
- The absence of well-defined rules that made it difficult to check inbound provision requests against policy documents.

The company needed a trusted consultant to design, build and install an automated framework for approval handling. Aware of our role as a digital enabler of global enterprises, they onboarded us to revamp its infrastructure and provision for codified policies.

Business **Solution**

NSEIT stepped in to evaluate the client's business environment. We identified the touchpoints which needed to be automated to support enterprise-wide approval processes to:

- Implement codified policies and enforced automation.
- Establish infrastructure-as-code as the client's business policies were adopted as code solutions.

- Support self-service capabilities to avoid ticket-driven workflows.
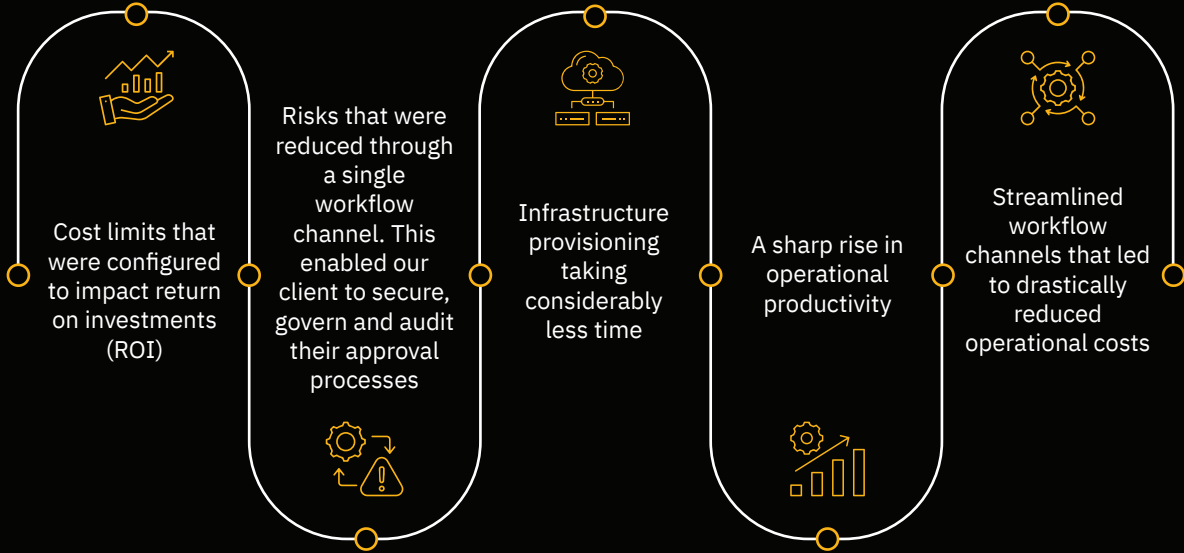- Enable end-to-end- automation that minimized friction between developers and operators.

Tech **Stack**

HashiCorp **Terraform**

Sentinel One®

servicenow

Business **Impact**

NSEIT automated the client's IT environment by implementing their policies-as-code solutions. This in turn generated multiple short-term and long-term benefits which include:

Cost limits that were configured to impact return on investments (ROI)

Risks that were reduced through a single workflow channel. This enabled our client to secure, govern and audit their approval processes

Infrastructure provisioning taking considerably less time

A sharp rise in operational productivity

Streamlined workflow channels that led to drastically reduced operational costs

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure & Cloud Services, and

Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.