

## Supervity Automates SAP Password Reset Process for Ultratech

### ABOUT

#### Processes Automated



SAP ID  
Password  
Reset



Ticket  
Management

Ultratech is one of India's leading building and material companies. With its headquarters in Mumbai, Ultratech is present in five countries across emerging markets of Asia.

It is the third largest cement producer in the world, excluding China.

#### Business Benefits

**3x**

Increase in  
user  
satisfaction

**100**

Man hours  
saved per  
month

**100%**

Accuracy &  
zero data entry  
errors

**70%**

Reduction in  
ticket resolution  
time

# CHALLENGE

Ultratech experienced a consistently high volume of SAP ID password reset requests. On average, 40–50 tickets were raised daily, which placed a significant strain on the IT support team. This volume not only increased the workload but also led to a bottleneck in the ticket resolution process, delaying critical tasks and responses.

The time required to manually process each password reset request led to delays in granting employees access to essential SAP systems. These delays had a ripple effect across various departments, slowing down operations and affecting overall productivity.

The manual nature of the password reset process was inherently prone to human error. Mistakes in resetting passwords, incorrect data entry, or miscommunication between IT and end-users often resulted in repeated requests, further extending resolution times and causing additional frustration for employees. These errors also posed potential security risks.

## SOLUTION

To address these challenges, Ultratech sought the help of Supervity.

Supervity implemented an automated solution using its IT AI Agent integrated with Ultratech's ManageEngine ticketing system. The IT AI Agent was designed to monitor incoming tickets and immediately classify those related to SAP password resets. Upon identification, the AI Agent would autonomously handle the entire process, from generating a new password to updating the ticket status and notifying the user, thereby eliminating the need for manual intervention. By automating the password reset process, Supervity completely removed the possibility of manual errors.

# JOURNEY

Ultratech embarked on its automation journey to address the persistent challenges in managing SAP password reset requests. The journey began with an in-depth analysis of the existing IT support processes, where the high volume of routine password reset tickets was identified as a significant bottleneck. Recognizing the need for a more efficient and error-free solution, Ultratech partnered with Supervity, a leader in AI-driven automation solutions.

The project kicked off with a detailed assessment and mapping of the SAP password reset process. Supervity's team worked closely with Ultratech's IT department to understand the nuances of the ticketing system and the specific challenges faced by end-users.

The next step involved designing and deploying the IT AI Agent within Ultratech's existing ManageEngine ticketing framework. Supervity's experts ensured that the AI Agent was seamlessly integrated, allowing it to autonomously handle SAP password reset requests. The AI Agent was trained to identify relevant tickets, process them with zero human intervention, and provide immediate feedback to the users, drastically reducing resolution times.

Throughout the implementation, Supervity provided continuous support and optimization, ensuring that the solution not only met Ultratech's current needs but was also scalable for future requirements.



## WAY AHEAD

The immediate focus will be on incorporating additional LI password reset requests across various applications within the organization. Furthermore, Ultratech and Supervity are exploring the potential for automating more complex IT support tasks, including those that require multi-step workflows and advanced decision-making capabilities.

# BUSINESS IMPACT & OUTCOME



 **70%**

Reduction in the average time taken to resolve user queries.

 **30%**

Direct resolution of L1 process tickets.

 **30%**

Reduction in the number of support tickets requiring human intervention.

 **3X**

Increase in user satisfaction.

 **100**

Man hours saved per month.

 **100%**

Accuracy & zero data entry errors.



**WE DID THIS FOR THEM.  
WE CAN DO IT FOR YOU**



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