

YOUR AUTOMATION FOR BUSINESS · CAPABILITY BROCHURE

Free your team from repetitive work.

Managed automation and AI that removes manual admin, improves consistency and lets your business scale without adding equivalent headcount.

A recurring automation programme built and supported by Your IT Department Ltd — the technology partner you already trust.

A RECURRING AUTOMATION PROGRAMME



Assessment

Find the opportunities



Core

One automation a month



Plus

Two automations a month

Your IT Department Ltd

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AWARD-WINNING IT SUPPORT
for business

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ABOUT THIS BROCHURE

This brochure introduces Your Automation for Business — a managed automation service for growing SMEs. It explains who the service is for, what is delivered, and how the monthly programme works. For pricing and commercial terms, please speak to your Your IT Department account contact.

Why automation, why now

Growing businesses are often held back by manual admin, not ambition. Your Automation removes the repetitive work that slows your team down — without asking you to recruit and manage specialist automation resource.

Your Automation for Business is a managed automation service for organisations that want to reduce manual administration, improve operational consistency and scale processes without adding equivalent headcount. It helps businesses identify and automate repeatable workflows across departments such as finance, HR, operations, sales, customer success and IT.

"Free your team from repetitive work."

Rather than a one-off project, Your Automation is delivered as a structured, ongoing programme. Every month, we agree the next priority, build and deploy it, and support it going forward — so your automation library compounds in value over time instead of stalling after a single build.

TWO WAYS TO BUY AUTOMATION

Most businesses either try to build automation in-house — which competes with day-to-day priorities and rarely gets finished — or bring in one-off project consultants, who move on once the build is delivered and leave you to maintain it. Your Automation gives you a dedicated, ongoing partner instead: one programme, one roadmap, continual delivery and support.

Is this you?

Your Automation for Business is designed for a specific type of organisation. If the descriptions below sound familiar, this service was built for you.

Growing SMEs constrained by manual process

You are constrained by manual processes and repetitive administration that slow the business down as it grows.

Leadership focused on productivity

Your leadership team wants to improve productivity without simply adding headcount to absorb growth.

Departments with repeatable workflows

Your finance, HR, operations, sales and customer success teams all have repeatable workflows worth automating.

Internal IT wanting to automate M365

Your internal IT team wants to automate Microsoft 365, access management, approvals and operational tasks.

Owners seeking consistency and visibility

You want improved consistency, better visibility and reduced dependency on spreadsheets and inbox-driven processes.

TYPICAL BUYERS

Managing Director, Operations Director, Finance Director and internal IT leads who want repetitive work removed from their teams and processes that scale predictably as the business grows.

Outcomes for your business

Your Automation is built around measurable business outcomes, not just technical delivery.

Outcome	What this means for your business
More productivity	Teams spend less time on repetitive administration and more time on valuable work.
Greater consistency	Repeatable processes are completed the same way every time.
Reduced operational risk	Automation reduces missed steps, manual errors and dependency on individual knowledge.
Improved customer experience	Customers receive faster, more consistent communications and handoffs.
Scalable operations	Processes can grow without requiring proportional increases in headcount.
Better visibility	Automation creates clearer reporting, task tracking and accountability.

Outcomes reflect the standard scope of Your Automation for Business as delivered by Your IT Department Ltd.

How the programme works

Your Automation follows a simple progression — from discovery, into a supported, recurring delivery rhythm.

Automation Assessment

A discovery engagement that identifies where automation and AI can eliminate repetitive work, improve productivity and support growth. Produces a prioritised opportunity list and a 90-day roadmap.

Automation Core

A recurring monthly programme delivering one agreed automation per month, with a roadmap meeting, build, deployment, documentation, support and maintenance.

Automation Plus

For businesses with a larger backlog or a stronger transformation ambition, Automation Plus delivers two agreed automations per month — everything in Core, with accelerated roadmap progress.

COMMERCIAL PRINCIPLE

Automation Assessment is the low-risk entry point. Automation Core and Automation Plus form the ongoing delivery programme — with roadmap ownership, build, deployment, support, documentation and maintenance included. Speak to your account contact for current investment levels.

What's included

The Automation Assessment builds the roadmap. Automation Core and Automation Plus keep delivering against it, every month.

Automation Assessment — deliverables

- ✓ Leadership discovery workshop and department stakeholder interviews
- ✓ Current process review across finance, HR, operations, sales and customer onboarding
- ✓ Microsoft 365 and line-of-business application review
- ✓ AI opportunity assessment and integration opportunity assessment
- ✓ Prioritised opportunity list with estimated time-saving and business impact
- ✓ A 90-day business automation roadmap, with a recommendation for Core or Plus

Automation Core & Automation Plus — included every month

Included area	Automation Core	Automation Plus
Monthly automation delivery	1 agreed automation	2 agreed automations
Roadmap meeting	Included	Included
Process design & workflow build	Included	Included
Testing & deployment	Included	Included
Monitoring & maintenance	Included	Included
Documentation	Included	Included
Roadmap progress	Rolling 90-day roadmap	Accelerated roadmap delivery

Example automation use cases

The automations below illustrate the type of work typically delivered. Your actual roadmap is agreed with you each month, based on your priorities.

Area	Example automations
Human Resources	New starter onboarding, leaver processes, document workflows and employment lifecycle tracking.
Finance	Invoice approvals, purchase order workflows, customer credit checks and reporting automation.
Sales & Marketing	Lead qualification, opportunity creation, proposal workflows and customer follow-up automation.
Customer Success	Customer onboarding, survey distribution, renewal reminders and customer communication workflows.
Operations	Job scheduling, approval workflows, supplier management and compliance reminders.
IT Operations	User provisioning, access management, Microsoft 365 workflows and device lifecycle tracking.
AI-Assisted Processes	Meeting summaries, customer communication drafts, knowledge lookups and internal reporting automation.

COMPLEXITY NOTE

Larger or more complex automations may be split across multiple monthly roadmap cycles, or scoped separately. This keeps the monthly programme predictable and protects delivery quality.

Our delivery approach

A consistent, repeatable cycle that keeps your automation programme moving forward every month.

1

Discover

We discover your business priorities and operational pain points.

2

Identify

We identify repeatable processes and automation opportunities across your business.

3

Roadmap

We build a practical automation roadmap aligned to your business outcomes.

4

Agree Priorities

We agree monthly automation priorities with your stakeholders.

5

Design, Build & Test

We design, build and test the agreed automation before release.

6

Deploy & Document

We deploy, document and hand over the automation with clear notes.

7

Monitor & Maintain

We monitor, maintain and refine every supported automation.

8

Review & Evolve

We review progress and update the roadmap with you each month.

Support, maintenance & service terms

Support and maintenance are included for every automation we build and manage — so your library keeps working, not just keeps growing.

Included as standard

- ✓ Fault fixes for automations we build and manage
- ✓ Monitoring and failure review
- ✓ Minor fixes and reasonable adjustments
- ✓ Basic troubleshooting and documentation updates
- ✓ Ongoing maintenance for managed automations

May require separate scope

- ✗ Major redesigns or new business requirements
- ✗ Rebuilds caused by major platform or system changes
- ✗ Unsupported or undocumented third-party systems
- ✗ Out-of-hours emergency work
- ✗ Large reporting, dashboarding or data cleansing projects

Service terms at a glance

Roadmap cadence	Monthly roadmap meeting
Automation delivery	One or two agreed automations per month, depending on package
Unused monthly delivery	Designed for continual progress — does not accumulate as banked future work
Support	Included for automations built and managed by Your Automation
Minimum term	12 months preferred for Automation Core and Automation Plus

Why growing businesses choose us

A dedicated, ongoing automation partner — not a one-off project, and not another platform to manage yourself.

Continual progress

Automation is delivered as a managed monthly programme, not ad hoc project work — so you always know what's coming next.

No specialist headcount required

You gain automation capability without recruiting, training and managing a dedicated automation engineer.

End-to-end ownership

We own the roadmap, the build, the deployment and the ongoing support — not just the initial workflow.

Built by your trusted IT partner

Delivered by Your IT Department Ltd — the team that already knows your business, your systems and your priorities.

Choose an Automation Assessment to identify and prioritise opportunities, then move into Automation Core or Automation Plus to deliver continual, supported automation progress.

Ready to free your team from repetitive work?

Start with an Automation Assessment to identify your highest-value opportunities, or talk to us directly about Automation Core or Automation Plus.

- ✓ A discovery conversation to understand your priorities
- ✓ A prioritised, quantified list of automation opportunities
- ✓ A practical 90-day roadmap tailored to your business
- ✓ A recommendation on the right ongoing programme for you

Get in touch

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