# BLACK BOX®

# Explore How an Australian Technology Leader Simplified Workflow Automation to Improve Engineering Agility and Service Speed

## Overview

For a leading global technology company operating in a fast-paced services environment, manual workflows were limiting speed and innovation. Engineers needed a way to build complex automation without deep software expertise, and reusable logic was nearly impossible under existing processes. By partnering with Black Box, they co-created a platform that enables engineers to design, reuse, and deploy modular automation intuitively. As a result, teams moved faster, workflows became consistent, and the organisation unlocked powerful automation-driven efficiencies that elevated service delivery and internal innovation.

## Challenges

The organisation struggled with fragmented workflows that required custom development and manual coordination, slowing engineering teams across global markets. Engineers lacked access to intuitive tools, limiting their ability to automate non-standard tasks. A lack of reusable automation components meant each project involved redundant effort, reducing operational efficiency. These gaps in capability undermined scalability and hindered the business from quickly deploying automation at scale across geographies.

## ▶ AT A GLANCE

### CHALLENGES

- Manual and inconsistent workflow processes hindered scalability
- Engineers needed automation capabilities without software development skills
- Operational inefficiencies limited reuse of automation logic

### SOLUTIONS

- Co-developed an interactive automation platform for non-developers
- Enabled creation and reuse of modular automation across workflows
- Integrated Rapid as a unified service improving consistency and speed

### RESULTS

- Platform widely adopted internally and externally
- Recognized Rapid as a market-ready solution
- Black Box becomes preferred automation partner for ongoing innovation

### BENEFITS

- High operational automation without specialist coding skills
- Enhanced speed and scalability of workflow execution
- Strategic automation partner relationship for future growth

## Solutions

To resolve these challenges, the organisation partnered with Black Box to co-design and build an automation platform. The platform empowers engineers to create complex automation workflows interactively, without needing formal software development skills. The platform is built modularly and automation components can be defined once and reused across different workflows. This approach ensured operational consistency and reduced time-to-delivery. Engineers could rapidly iterate automation logic, while teams leveraged a centralised platform for design and deployment, enhancing speed and scalability across the business.

## Results

The new platform quickly exceeded internal expectations: widely adopted across engineering teams, it accelerated workflow execution and reduced manual coordination overhead. Its success internally led to broader adoption, with the organisation offering the platform as a tool to external clients. The project was heralded internally as a game-changer, and Black Box was named the preferred automation partner, securing an ongoing relationship to expand and enhance the platform further.

## Why Black Box?

This transformation highlights Black Box's ability to deliver automation solutions through close collaboration and innovation. Our deep expertise enabled creation of a future-ready platform that bridged technical gaps, accelerated delivery, and empowered engineers. Black Box aligned technical delivery with strategic foresight, positioning their client for long-term automation success. As a result, Black Box continues to serve as a trusted advisor for intelligent automation at scale.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.