

# Automated Bitbucket Access Requests Reduce Processing Time and Errors



## Client Overview

————— A global software company delivers Intelligent Automation solutions for enterprise environments supporting mission-critical operations. The IT team manages access requests across development tools and repositories, ensuring users receive the correct permissions while maintaining security and control.

As request volumes increased, the need for faster and more consistent access provisioning became critical.

## Challenges Faced

Bitbucket access requests relied on manual review and validation, slowing turnaround and increasing operational effort.



### Manual Ticket Reviews

Each request was reviewed individually in ServiceNow, increasing processing effort.



### High Ticket Volume

Large volumes of requests created delays in approvals and access provisioning.



### User and Access Verification Effort

User details and repository permissions had to be checked manually in Bitbucket.



### Slow Processing Time

Each request took around 15 minutes to complete, delaying access for users.

## The Solution

Amiseq implemented a **Bitbucket Request Automation** to streamline access provisioning and reduce manual effort.

The solution automates ticket intake, validates user and repository details, enforces access checks, and updates tickets in ServiceNow. This ensures accurate permission assignment while improving speed and consistency.



Why the Client Chose

AMISEQ  
YOUR TECH PARTNER



Expertise in automating  
IT service workflows  
across platforms

Seamless integration  
with ServiceNow and  
Atlassian Bitbucket

Strong focus on accuracy,  
security, and access  
control

Ability to handle  
high-volume request  
processing at scale

# Strategy and Implementation



## Capture and Process Requests

Automation retrieves access requests directly from ServiceNow.



## Validate User and Repository Details

User information and repository data are verified within Bitbucket.



## Verify Existing Access Permissions

The system evaluates whether access already exists for the requester.



## Grant or Confirm Access

Permissions are granted if needed or confirmed if already assigned.



## Update and Close Tickets

Automation updates request details and closes the ticket in ServiceNow.

## What Amiseq Delivered

**~65%**

### Reduction in Processing Time

Request handling reduced from ~15 minutes to ~5 minutes.

**\$247.8K**

### Annual Cost Savings

Eliminating manual effort delivered significant savings.

### Error-Free Access Assignment

Automation ensured consistent and accurate permission handling.

### Faster Ticket Closure

Improved turnaround enhanced user productivity.

## Conclusion

Bitbucket access requests now move through a faster, more structured workflow. Automation removes repetitive validation steps and ensures permissions are applied consistently across every request.

With less time spent on manual reviews, IT teams can handle higher volumes without delays. The result is quicker access for users, fewer errors, and a more efficient process that scales with demand.

## Modernize Access Request Management

See how Amiseq can automate access workflows and improve operational efficiency.

### California, AMISEQ HQ

📍 1551 McCarthy Blvd Suite # 207  
Milpitas CA 95035.

☎ +1 510 509 9888

