



Leading Global IT/ITES

Player Improves Productivity by 10x

Client is a global leader in technology support and manages some of the most complex requirements in the areas of enterprise and consumer tech support, IOT, infrastructure management, enterprise security and network services

Challenges

- Automation of tasks across business verticals such as Customer Support Operations, Enterprise Operations, and Internal Infrastructure Management Services
- Execution of complex infrastructure management processes which are scattered across different verticals in managing Infra such as IT Help Desk, NOC, Servers, Messaging & Monitoring etc.
- Time consuming exercise to complete the IT Service Desk requests such as Employee addition/deletion requests, Alert Management, etc.
- Constraints around availability, dependency and scalability of dedicated human resources with appropriate skill sets

Solution

- Our iBoTs were deployed to automate the said processes / services
- IT Service Desk requests' Automation
- Infrastructure Management Services Automation
- Intelligent E-Mail Response Handler
- Widgets for Voice support

Benefits

- Automation of Minute/Quarterly/Hourly schedules
- Automation of e-Mail ID creation/deletion, Network devices, Alert Management, Printer assignment/configuration requests, e-Mail and Chat Support services to Consumer and Enterprise Clients
- Automating the tasks of validating support cases, applying intelligent NLP to understand the problem statement, performing the actions across Active Directory, Messaging, Network, Server domains etc.,
- Automation of updating the appropriate Resolution, Symptoms and Problem category in CRM tool to conclude the Service Requests
- 24x7 Service Request monitoring and response to the customer with iBoTs in IT operations' service requirements
- Optimisation of execution time & elimination of dependency on SMEs



Time Taken to Address Printer Related Tickets Reduced by **91%**



Automated Intelligent Email Response Process Time Reduced by **50%**



Email Response Productivity Gain By **10X**

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