Global electronics manufacturer provides a reliable, fast communication channel for modern workers

Putting employees in control

THE CHALLENGE

The South East Asia and Pacific (APAC) region is a critical hub for electronic solutions and components, and device production. For this big-name brand, the Singapore team is responsible for sales and marketing of innovative technology that improves people's lives and makes the world a better place. The booming digital growth within the region is positive, but to remain cutting-edge the company is always exploring new, more agile processes.

For a company to survive and continue to succeed for over 100 years, they must be doing something right. Many of the employees work on manufacturing shop floors, and their productivity depends on optimal resources and

conditions. Time is money, and the company continually pursues opportunities to increase throughput by removing work obstacles.

Serviceaide's Intelligent Service Management (ISM) was already a fundamental part of the IT team's daily operations. ISM's service catalog and automated processes seamlessly handled most incidents and service requests, but the organization strives to continuously improve productivity, reduce support costs, and simplify the user experience. More specifically, they felt that there might be an even better method to accelerate the fulfillment of ERP password reset requests and general questions.

ORGANIZATION

Global electronics corporation

INDUSTRY VERTICAL

Technology

FUNCTION

IT

PROFILE

Long-standing, globally-recognized electronics manufacturer that prides itself on empowering people to live safer, greener, more connected lives. They do this by developing innovative consumer, business, and government technologies and products.

> A household name in technology disrupts employee experience by putting employees in control.

THE SOLUTION

The company made it their mission to incorporate the most modern solutions to advance self-service capabilities. When the IT team realized the benefits of artificial intelligence (AI) through virtual agent technology, the decision was simple: implement Luma Virtual Agent. They considered alternative chatbot solutions, but the nuisance of cumbersome third-party integrations was unwelcome. The goal was to provide employees faster and more modern service, not headaches for IT staff.

The team recognizes that employees are also consumers, and they come with consumer expectations. They expect modern chatbot technology and seamless self-service. A service catalog, knowledge base, along with Luma's guided conversational functionality, took hold in no time. SAP integration enables secure password resets, a mature knowledge management process provides Luma with the intelligence needed to answer employee questions, and the entire self-service experience is simple, modern, and friendly.

RESULTS - BENEFITS

In just two months, the electronics manufacturer has reaped the benefits of upgraded processes and today's most modern technology. Luma Virtual Agent has handled over 1,000 transactions each month and performed almost 250 SAP password resets.

- Increased first call resolution rate (FCR)
- Improved employee experience and satisfaction
- Boosted productivity for analysts and employees
- Reduced IT support costs

The company will continue to experience reductions in costs and increases in staff productivity thanks to Luma's ability to automate approvals, verify resolutions, and expand skills that will aid in more complex issue resolution. Customer experience directly links to employee experience, and company leaders know that investing in employees is the key to satisfied, loyal customers.

For more information, visit:

https://serviceaide.com/our-customers/

About Serviceaide

Serviceaide is re-creating Service Management with the power of Artificial Intelligence. Serviceaide delivers solutions that have configurable ticket management, ITIL certified processes, scalability, data connectivity, artificial intelligence, and a virtual support agent. All with a low administrative burden and cost of ownership. For more information, visit serviceaide.com or request a demo.

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