

Multinational IT Services Provider Enhances Productivity with Luma Virtual Agent from Serviceaide

Users experience a 95% reduction in wait time with automated issue resolution



THE CHALLENGE

One of the top challenges facing businesses today is the ability to stay ahead of rapidly changing technology. Managed IT services and solutions providers arm businesses in all verticals with the modern technology they need to function, compete, and quickly serve customers. This multinational IT managed services provider (MSP) shoulders considerable responsibility in keeping their 5,000 client's businesses across ten Latin American countries up and running, securely. Whether the clients depend on them for access to newer technology, to alleviate the burden on their staff, for cost savings, or to enhance security, one thing is sure, their clients turn to them for peace of mind.

The IT services provider uses Clarity SDM (formerly CA Service Desk Manager) to manage IT issues and offer end-user self-service. In their ambition to support advanced automation initiatives and faster service, the team sought a solution that provides 24x7x365 communication for all end users using a single, multi-channel point of contact.



THE SOLUTION

Many organizations rely on information technology, but an IT MSP's business is undeniably coupled with IT. Supporting every modern communication channel for end-users was critical for the organization, making Serviceaide's artificial intelligence (AI)-powered virtual agent, Luma, the perfect addition to their repertoire. Luma seamlessly integrates with both (CA/Broadcom's) Clarity SDM and supports both internal and external end-users. Using Luma, the IT team can offer faster service, and share knowledge on-demand. Even more, Luma can easily add value to the service provider's existing portfolio of service offerings.

ORGANIZATION

Leading Multinational IT Services Provider

INDUSTRY VERTICAL

Technology

FUNCTION

Information Technology (IT) Services

PROFILE

One of the largest IT services and solutions provider in Latin America, focused on making public and private organizations more modern, efficient, and competitive.



RESULTS - BENEFITS

Not only has the power of Luma been astounding, but the rapid and problem-free implementation and deployment was seamless for staff and customers. Today, Luma is automating repetitive tasks for the organization. In one example, Luma reduced the 22-minute process of verifying and granting visitor wi-fi access to less than one minute. Luma also provides services outside of IT, such as delivering exchange rates across all Latin American countries and telephone extensions to connect with various office locations.

As the primary support channel, Luma's AI and natural language processing (NLP) capabilities have allowed staff to focus on more complex inquiries, while Luma takes care of repetitive administrative tasks. The organization is quickly cutting costs and saving time across multiple line-of-business units without adding headcount, all while delivering excellent customer experience. Moving forward, they intend to explore Luma's capabilities across additional business functions, specifically human resources.

- Reduced 22-minute repetitive process to less than one minute
- Improved end-user and analyst productivity
- Satisfied end-user expectations for on-demand service



“Our clients expect fast and reliable resolutions to their IT incidents. Each minute of downtime costs money. We have the drive to be faster, flexible, and more agile, and Serviceaide has provided the foundation for accomplishing this, opening opportunities that we didn't have before. We are eager to apply the technology to other areas of our organization.”

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.

