

The Serviceaide Complete Solution

September 2020

Enterprise Service Management That Never Stops Learning

The Serviceaide AI platform combines advanced machine learning, conversational AI and Natural Language Processing with a comprehensive service platform and related business processes. With deep integration across enterprise systems, applications, and communication channels, you can automate the resolution of IT, employee and customer support issues. This enables you to effectively and efficiently respond to support requests across organizations, with a service solution that improves over time. We can take your end users seamlessly from inquiry to resolution with increased speed, more efficient cost structures and better service levels.

By leveraging the Serviceaide's complete solution an evolved learning capability is created, providing an advanced, proactive approach to problem resolution and productivity. Luma Virtual Agent leverages knowledge to harness the power of information across your organization. With integration to a knowledge repository and service fulfillment automation, you will magnify the power of self service and support.

SERVICEAIDE COMPLETE SOLUTION

- ✓ Luma Virtual Agent
- ✓ Luma Automation
- ✓ Luma Knowledge
- ✓ Point of Business ESM Platform

POB MODULES

- ✓ Service Desk Management
- ✓ Configuration & Asset Management
- ✓ Purchase & Inventory Management
- ✓ Self Service & Automation

Workflows Unlock Productivity And Deliver Great Experiences

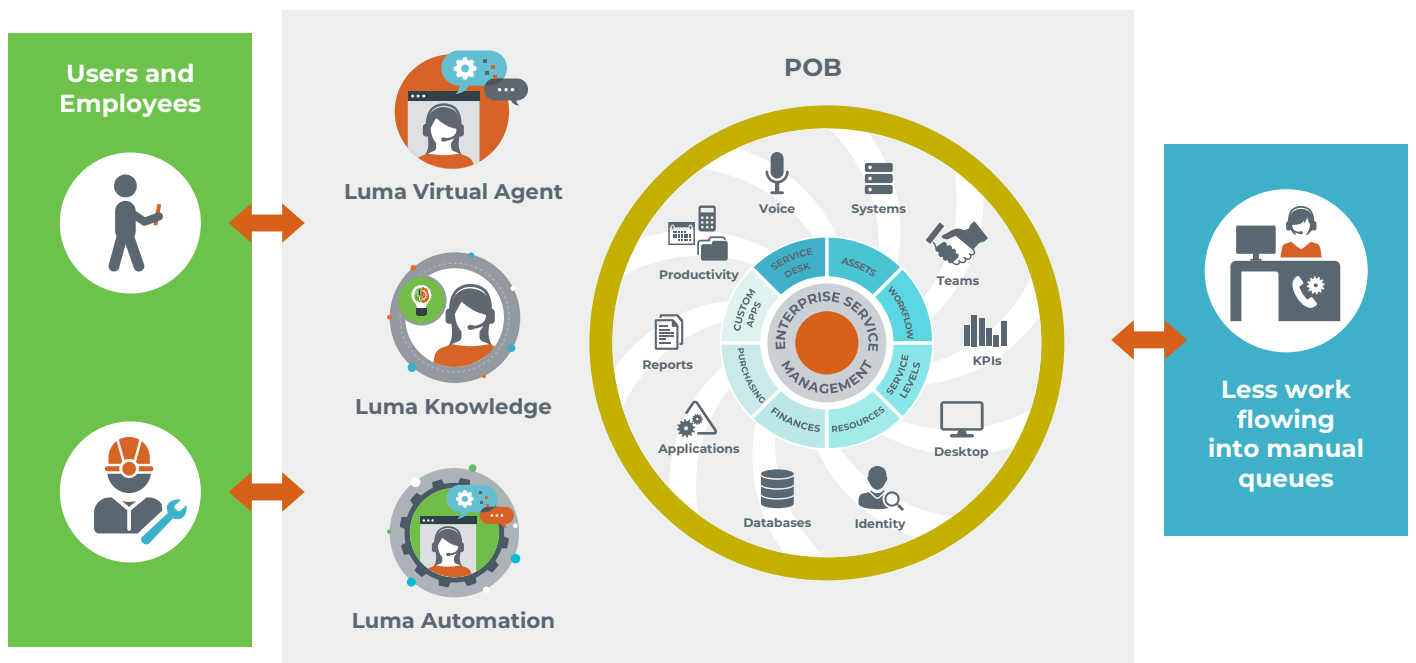
Point of Business Platform (POB) is an extensive “customer acclaimed” service oriented business processes platform that flexibly supports all process types, functions (IT, HR, Facilities, Customer Support) and integrations. POB can easily be customized for agile workflows, as well as formally certified for ITIL. As an example, POB’s richness in functions and features is demonstrated by being certified for 15 ITIL processes in IT Service and Support. Beyond technology support, customers have had great success in using POB for Non-IT Service Management needs as well as government citizen services.

A single data repository allows for optimal reuse of data and provides a single point of information to serve all processes. Data is managed by parameters and relationships, in one single relational master database, ensuring reliable, consistent and complete data.

POB was developed to support changing environments, with every module being able to function on its own but also leveraging other modules as needed to create accreditive benefits. POB accelerates operational velocity from the time spent from decisions to execution with the controls to implement the system in manageable steps. A no code/low code approach allows for reconfiguring systems versus recoding for a more efficient process.

POINT OF BUSINESS ADVANTAGES

- ✓ A mature and flexible solution with unlimited use cases
- ✓ It is easy to configure, deploy and upgrade
- ✓ Web Interfaces are available for intuitive navigation
- ✓ The platform is equally effective as a SAAS or On-Prem Solution
- ✓ It is a cost effective solution



“The easier it is to customize a system to meet the individual requirements of my organization, the more attractive I find it. That’s why I am such a big POB fan!”

-Stefan Reichelt

System Administrator Comparex AG

Benefits of the complete Serviceaide Solution

- **Increase ROI:** With a cloud based system, and a low code model you significantly reduce the cost of installation and customization.
- **Increase productivity:** Support that leverages automated workflow, easy-to-manage services, real time dashboards and metrics means that IT staff can shift from repetitive, high volume work to more strategic engagements.
- **Increase end user satisfaction:** When companies improve MMTR, consistently meet or exceed service level agreements and reduce wait time, there is a direct correlation with end user satisfaction and customer retention.
- **Maintain business continuity:** A single known and accessible source of support is vital in any disruption, and best practice is to establish a support contact that is hardened so it survives any disruption so there is no confusion when reaching support. A Virtual Agent makes this possible as it can be the single point of contact to all support environments and services.
- **Leverage organizational knowledge:** Knowledge features are important to fully leverage your Virtual Agent. Access and availability of knowledge is required to deliver an AI-powered digital support.

The Serviceaide Complete Solution leverages AI to enhance workflows and automation to support business growth, increase business continuity and enhance employee productivity. Compare with other solutions. Only Serviceaide has a complete, functional solution powered by AI with the lowest total cost of ownership in the industry. Request a demo today.

For a fully functional and value based systems management solution, contact us today at 1-650-206-8988.

Or visit us as www.serviceaide.com to request a demo.