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## The Serviceaide Complete Service Solution



# IT Service Management That Never Stops Learning

The Serviceaide Complete Service Solution (CSS) is an AI based platform combining 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 CSS, an evolved learning capability is created, providing an advanced, proactive approach to problem resolution and productivity.

### SERVICEAIDE COMPLETE SOLUTION

- ✓ Luma Virtual Agent
- ✓ Luma Automation
- ✓ Luma Knowledge Module
- ✓ Point of Business ITSM Platform

## Leverage Conversational Agent To Improve Service

Luma Virtual Agent integrates seamlessly across the Point Of Business (POB) platform, providing an intelligent, conversational approach to communicate. Luma VA enables fluid knowledge access and service automation for self-service that works across voice, text, and email. Support for all leading communications are available.

Luma VA with the Luma Knowledge component allows you to serve up knowledge, providing seamless integration across systems and applications. This feature includes a true knowledge graph (to store artifacts), a contextual search capability, and automated learning.

This solution goes well beyond answering basic FAQ requests and provides a closed-loop process, providing feedback from interactions back to the knowledge base.

## Automate Any Business Process Involving Service and Support

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 municipal 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.

### LUMA VA INTEGRATES WITH POB MODULES

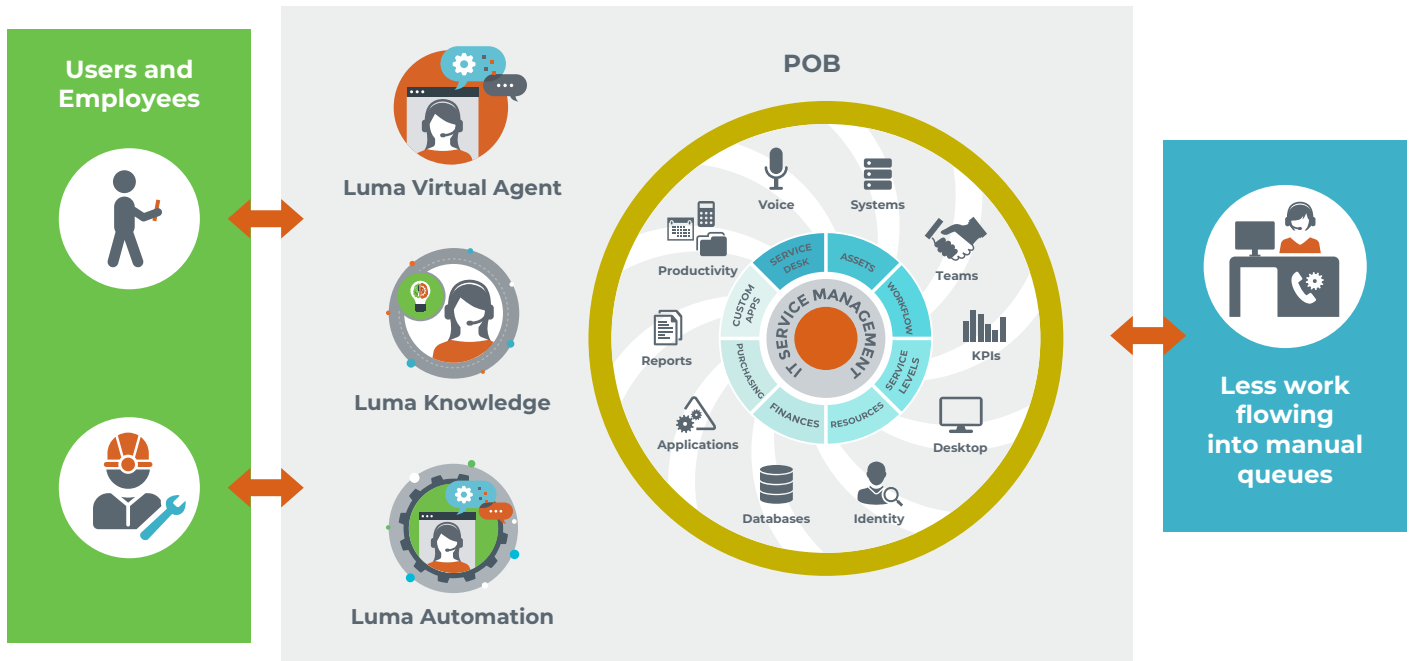
- ✓ Service Desk Management
- ✓ Configuration & Asset Management
- ✓ Project & Change Management
- ✓ Service Level Management



### ADDITIONAL POB MODULES INCLUDE

- ✓ Resource and Time Management
- ✓ Purchase and Inventory Management (and Supply chain)
- ✓ Invoice and Finance Including Budgets/Expenditures

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 low code approach allows for reconfiguring systems versus recoding for a more efficient process.



“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 Comporex AG

## Benefits of the Serviceaide Complete Service Solution

- **Increase ROI:** With a cloud based system, and a low code model you significantly reduce the cost of installation and customization. The POB Platform is equally effective as a SAAS or On-Prem Solution.
- **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. This is a mature and flexible solution with unlimited use cases.
- **Increase end user satisfaction:** When companies improve MTTR, 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 ensures service continuity as it can be the single point of contact to all support environments and services.
- **Leverage organizational knowledge:** Excellent service and support require a depth of knowledge to improve ticket resolution knowledge features are important to fully leverage your Virtual Agent with the POB platform and deliver AI-powered digital support.

The Serviceaide Complete Service 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](http://www.serviceaide.com) to request a demo.