

## Scale Automation to Drive Tech Support Innovation

### Objective

The objective was to effectively implement intelligent automation as a strategic initiative throughout the client's Tech Support Operational landscape. Digital transformation served as a crucial enabler, and the integration of various tools and technologies played a pivotal role in delivering tangible business value to the client. The incorporation of AI was indispensable for the achievement of a successful outcome.



### Result

Our proficient teams played a key role in constructing automation processes and tools, facilitating the client's adoption of an "Automate First" strategy in their operational landscape. This involved implementing automation measures across nearly 40 different applications, including the development of a model that significantly reduced critical issues. The model also seamlessly connected business users and stakeholders on the operational side, resulting in substantial cost savings for the client.

### Challenges

The challenge is there wasn't a single source of truth and the data, and the knowledge base was scattered across the operational landscape. Manual processes added to the misery of not maintaining consistency with the business processes being setup.

### Solution Highlights

Building an AI bot and Automation First that monitored and connected the applications and business processes round the clock seamlessly helped navigate the business pain points and delivered significant business value to the Client users.