

Empowering End Users With Digital Workplace

ABOUT THE CLIENT

An Australian brewing major, based in Melbourne, has many successful beverage brands and a rich heritage of 115+ years. Client has a long-standing partnership with ITC Infotech and is engaged in various Infrastructure and Applications services to improve day-to-day operations.

To embrace the “Digital Wave”, client wanted to introduce modern ways of working and enhance the end user’s Digital Experience. To achieve this, they decided to empower the end user with integrated self-service, self-help technologies and improve the “Net Promoter Score” given by them to the end user services. Client initiated a “Digital Workplace” program to transform employee experience and improve productivity.

WHAT WAS NEEDED

- Enhanced end-user experience
- Self-service options for user empowerment
- Fully integrated platform for IT issue resolution
- Up-to-date and internally consistent IT workplace environment
- Automated password reset solution
- Tools for a new age / modern workplace
- Cost effective service operations

SOLUTION

- Introduced omnichannel platform like AI enabled chat, live chat with support team – all integrated with the ITSM platform
- Implementation of self-help password tool to reset/unlock the AD password
- Rearchitected SLA based framework to include experience scores (eXLAs) to address both Quality of Service (QoS) and Quality of Experience (QoE)
- Integration between digital assistant chatbot, ITSM tool (SNOW), password reset tool with Windows OS
- Established discovery & prioritization methodology, feasibility analysis, framework for automation initiatives
- Joint identification and pilot runs on selected use cases
- Periodic evaluation to cover process & service automation

RESULT

- Implemented Digital Assistant Chatbots as first point of contact for the end users
- Introducing a single routing engine for all digital and voice channels into customer’s ITSM tool (SNOW)
- Enabling automatic ticket creation reducing user effort and appendment of chat transcript
- Added option of linked KB articles, which can serve as a quick reference to users
- Better First Call Resolution (FCR) & reduced Average Handling Time (AHT) of tickets
- Self-help password tool allows users to unlock/reset their accounts on their own
- Improved Digital Experience of end users with appreciation and acknowledgement of the solution

ABOUT ITC INFOTECH’S EUCaaS CAPABILITIES

Gain higher end-user productivity with ITC Infotech’s End User Computing as a Service solution - EUCaaS, where the “End-users are the core” with services built around them to deliver on “End User Experience Agreements” - eXLAs. A cloud-based solution with unique unit price options and as “as a service” model, EUCaaS is powered by AI enabled Chat Bots and backed with strong RPA-based automation.