

CASE STUDY



BDO Canada boosts employee productivity and scales IT support with Aisera Assistant

“

BDO Canada has handled more than 3,200 IT requests with Aisera Assistant - and 84% of them were auto-resolved right away. That's thousands of tickets that never reached our service desk, saving us valuable time and money every single day.”



Marco De Lisi,
Senior Manager, IT
BDO Canada

CHALLENGES

As one of Canada's largest professional services networks, BDO Canada faced significant challenges with overwhelming IT ticket volumes that created productivity bottlenecks. The existing solution delivered limited results with low deflection rates and limited self-service capabilities. Service desk agents struggled with routine queries, preventing them from focusing on strategic initiatives and specialized support cases that required their expertise.

SOLUTION

To transform their IT support experience, BDO Canada launched EVA, powered by the Aisera Assistant. Using domain-specific and task-specific agents, EVA provides proactive IT self-service for employees, taking autonomous actions and resolving common requests like software provisioning, hardware procurement, account troubleshooting, and more. Using Aisera's AI Agent platform's comprehensive analytics suite, BDO Canada continuously optimizes performance to drive greater operational efficiency.



BDO delivers assurance, tax, and financial advisory services.

Employees: 5,400

Revenue: \$1.04 billion

Toronto, Canada

Industry

Accounting and Advisory

Customer since

2023

84%

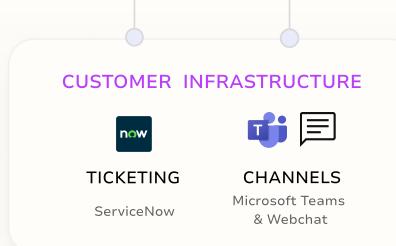
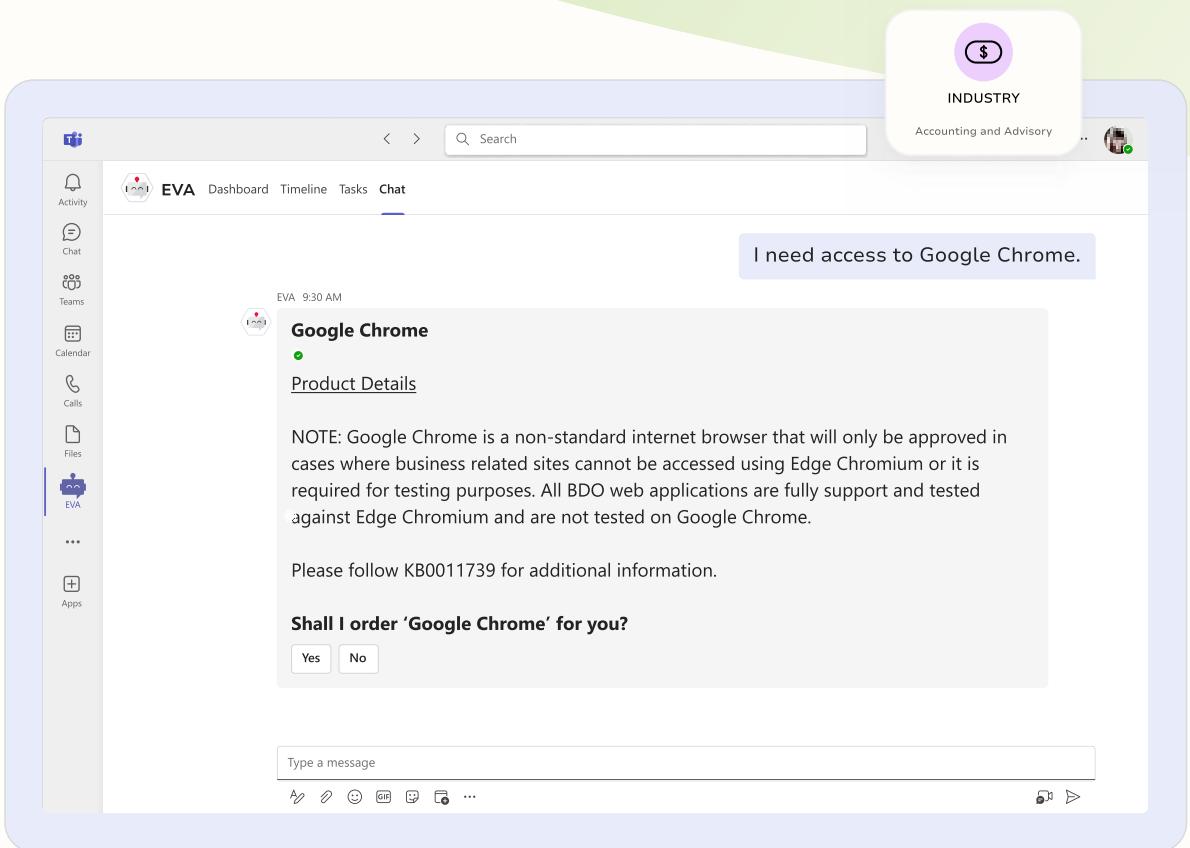
Auto-resolution rate

72%

Improved productivity

\$1.9M

Cost savings



Transform IT support with AI agents



Omnichannel support

Deliver instant IT assistance through self-service within Microsoft Teams and Webchat



Ticket management

Send approval and closure notifications to keep employees informed throughout the ticket lifecycle



Knowledge serving

Retrieve and serve knowledge articles from knowledge bases via Aisera Assistant



Live agent handoff

Automatically route incoming IT tickets to the appropriate service desk agent



Software provisioning

Request, install, and approve access for enterprise software licenses



Proactive performance remediation

Detect and resolve hardware or software performance issues automatically



Request demo

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