



A global leader in business process management counts

On SymphonyAI for optimization of its resources

Implementing SymphonyAI resulted in:

Streamlined IT services

Automation

Improved CSAT score

The global leader in business process management combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centres, and HRO solutions to deliver transformational impact to clients. With over 45,000 employees across the globe helping create value through innovation, the company takes pride in providing seamless experience to customers across channels with a history of being globally local.

The company was grappling with the following challenges:



Distributed or silos of excellence tools

Multiple tools in multiple geographic regions were posing challenges in terms of aggregating the data together and deriving valuable insights. The client was seeking an integrated tool, which could be used for complete IT services management.



Complex employee onboarding process

On and offboarding of employees and smooth change management was a challenge due to the lack of single tool or process.



Low internal CSAT score

Poor IT services led to low CSAT scores.

SymphonyAI helped resolve the issues by leveraging:

IT service management



Streamlined IT services

IT service management from SymphonyAI helped bring data from different geographies and systems on to a single dashboard, accessible by the CIO and CTO amongst other key stakeholders. It also made possible the availability of services to the same customers in different geographies. This flexibility offered by SymphonyAI, along with a promising roadmap, streamlined IT services and propelled productivity.

IT operations management



Automation

Employee onboarding was made quick and flawless with the help of SymphonyAI's asset management. Faster availability of asset, inventory, infrastructure and service automation along with on and offboarding of employees helped optimize asset utilization, save costs, and enforce compliance with AI-driven asset management.

Asset management



Improved CSAT score

The overall employee CSAT score improved multiple times. Today, the company's IT organization has one of the top three CSAT scores within the company at 5.75. The IT team is looking forward to improving that further in the near future.

A word from the SymphonyAI Enterprise IT team

Enterprise IT is a business division of SymphonyAI. Founded in 2017, the company has grown to a team of 3,000 professionals and is a leading AI SaaS provider delivering packaged enterprise AI solutions for a range of critical industry use cases. The top 200 financial institutions, the top 15 grocers, and the top 25 CPG companies are SymphonyAI customers. SymphonyAI Apex offers an AI-powered IT and Enterprise Workflow platform that integrates IT Service Management (ITSM), Enterprise Service Management (ESM), Asset Management, Enterprise Copilot, and Service Automation into a single, easy-to-use suite. It delivers a scalable, AI-powered platform that

provides quick time to value with low code/no code capabilities. Features include omnichannel experience, service automation, workflows, powerful reporting analytics capabilities, and 100s of integrations with third-party applications. The suite helps simplify work, increase productivity, and deliver a delightful user experience. It is realistic for enterprises using SymphonyAI Enterprise IT to experience 60% automation of service requests, 50% faster resolution, and 30% savings on hardware and software costs using their Apex platform. You can read more here <https://www.symphonyai.com/itsm/>.

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