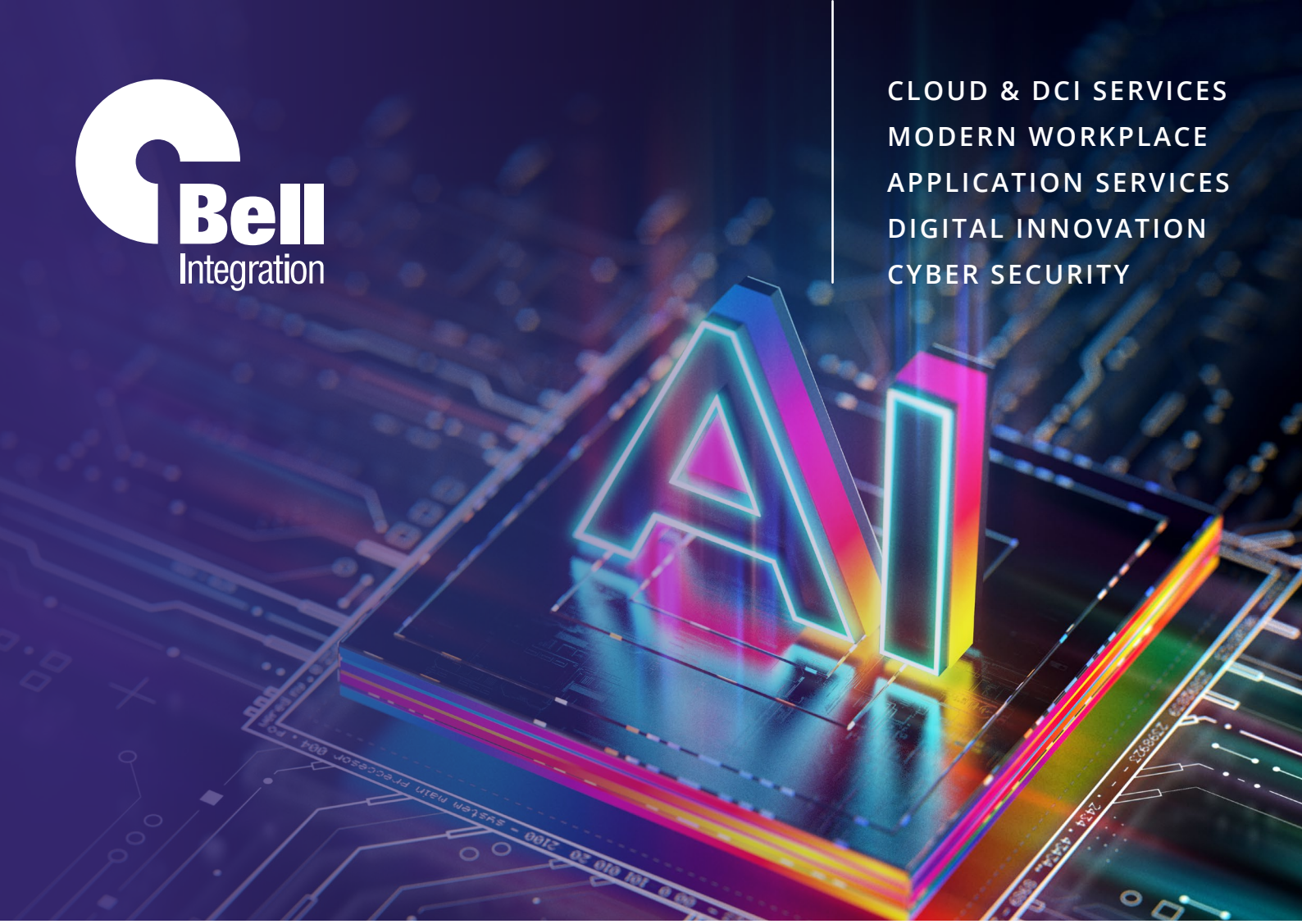
Bell Integration

CLOUD & DCI SERVICES
MODERN WORKPLACE
APPLICATION SERVICES
DIGITAL INNOVATION
CYBER SECURITY



Bell Integration AI Managed Services

Managed services augmented with conversational AI

DRIVING DIGITAL TRANSFORMATION

AMELIA

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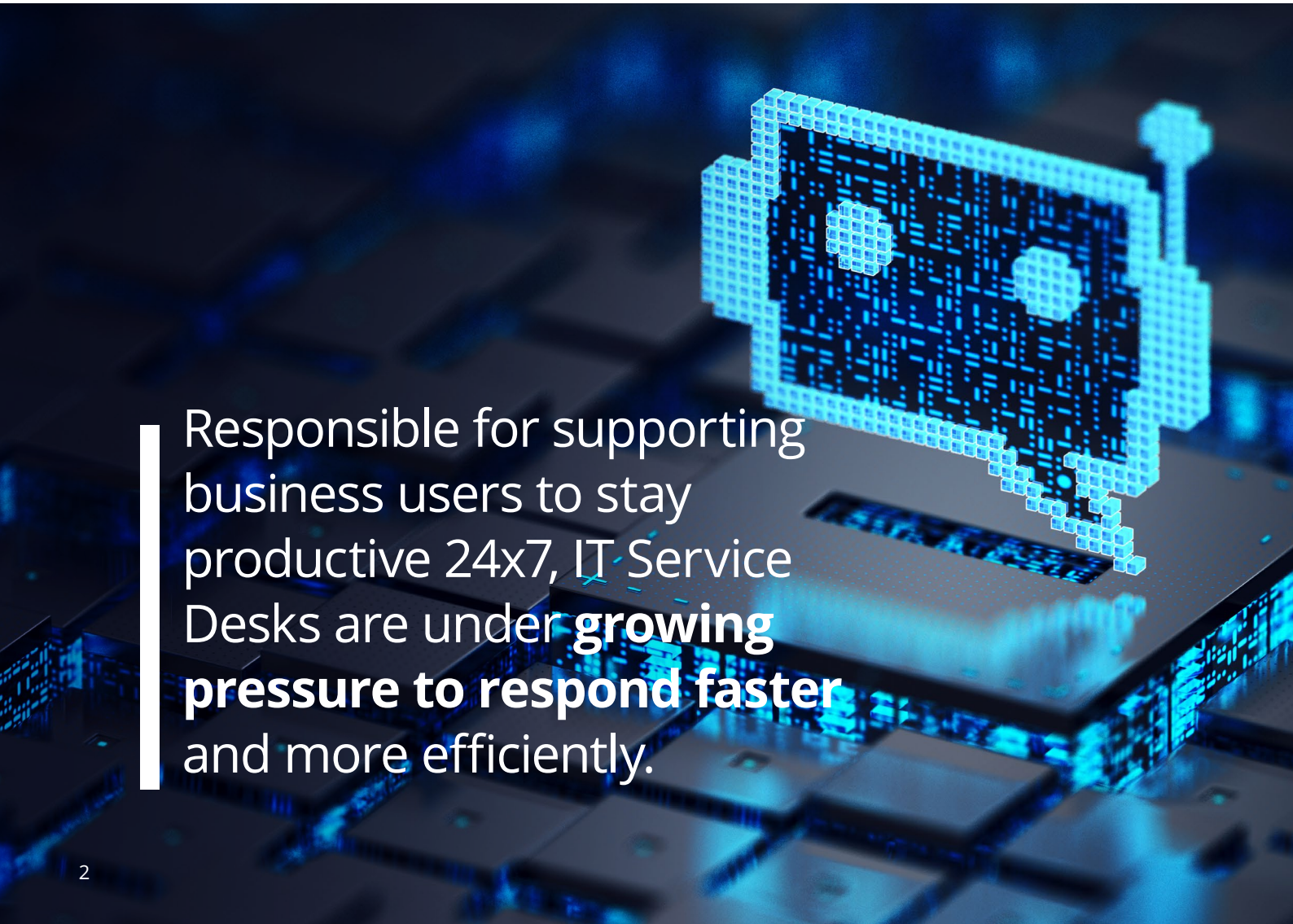


Responsible for supporting business users to stay productive 24x7, IT Service Desks are under **growing pressure to respond faster** and more efficiently.

Overview – The IT Service Desk is Evolving

The rapid digitalisation of the enterprise has led to the IT Service Desk playing an indispensable and mission critical role in the delivery of IT operational services to the business.

Responsible for supporting business users to stay productive 24x7, IT Service Desks are under growing pressure to respond faster and more efficiently. All the while minimising costs.

No easy task in the face of escalating request volumes, an increasingly complex technology landscape, and manpower resources that are already stretched to the hilt. But that isn't the only challenge.

Managing end user expectations

Thanks to consumerisation, today's end users now expect IT support services to be delivered instantly, on the device and channel of their preference, and with a high degree of personalisation. For them, something as trivial as requesting a password reset shouldn't mean hanging on the phone waiting to 'talk' to someone.

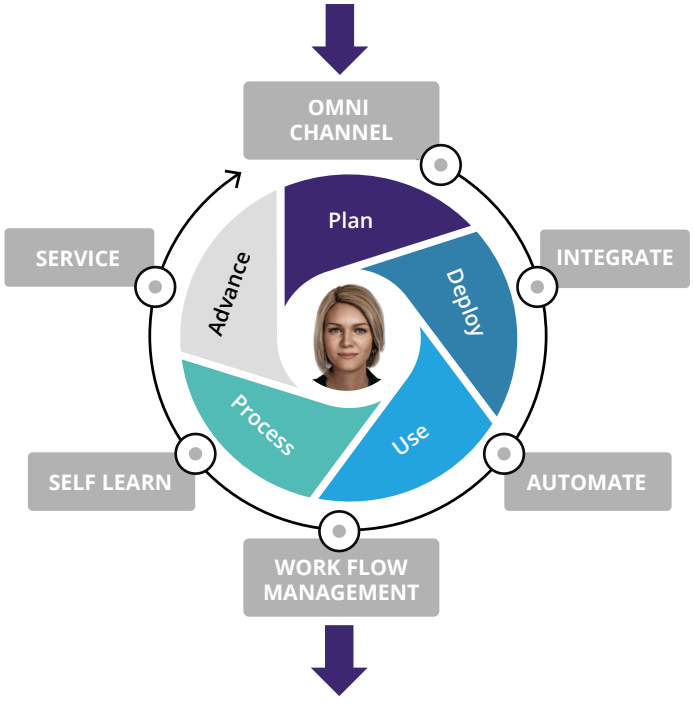
That poses a pressing challenge for IT Support leaders, who need to initiate an omnichannel IT Service Desk that can deliver against all these needs – and more.

Taking advantage of intelligent automation

The good news is that today's intelligent automation technologies make it possible to transform the IT Service desk at speed. Enabling a faster and more flexible service delivery that:

- **Puts end users in control of their support experience**
- **Boosts first contact resolution rates**
- **Streamlines the delivery of on demand 24x7x365 global support services in every channel (web, email, telephone, chat)**
- **Generates efficiencies that lower the cost per support ticket**
- **Elevates SLA/customer satisfaction metrics around handling times, quality assurance, and resolution rates**

OUR AI MANAGED SERVICES AUTOMATE ROUTINE, HIGH VOLUME SERVICE DESK CONTACTS MORE EFFICIENTLY



SCALABILITY AND COST-EFFECTIVENESS

The Rise of Intelligent Automation

Under pressure to elevate the IT support experience, enterprises are turning to technologies such as AI, machine learning and automation to enable the delivery of optimised 24x7 consumer like service experience that can be delivered anytime, anywhere.

Exploring the gains

One of the biggest benefits of intelligent automation is that it can help eliminate the high manual overheads associated with high volume, low value repetitive Service Desk tasks such as onboarding, offboarding, troubleshooting and common end user technical requests. Freeing up help desk personnel to focus on more strategic and value add activities.

Indeed, according to Gartner, IT Service Desks that utilise even basic AI technologies can:

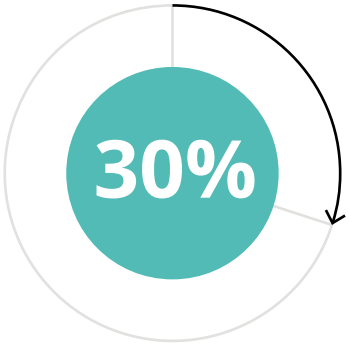
- **Free up to 30% of support capacity**
- **Eliminate the need to address regular and repeated Tier 1 activities**
- **Provide self service options that empower end users**

Supplementing the traditional IT Service Desk with chatbot platforms that are integrated into websites and self service portals to deliver easy to do fixes isn't a new concept.

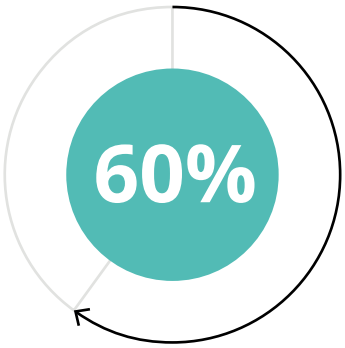
But, as many IT Support leaders are finding, generic AI solutions like chatbots have their limitations. Little wonder that the race is now on to take advantage of new cognitive AI technologies that enable much smarter conversations and interactions.

MANAGES SERVICES WHICH SOLVE REAL LIFE CHALLENGES

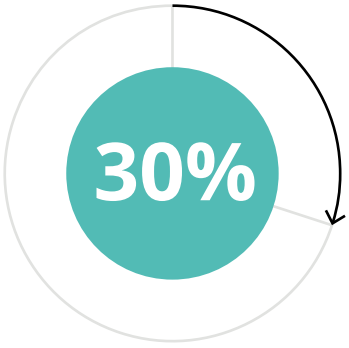
INCREASE IN IT EFFICIENCY IN 90 DAYS



REDUCTION IN MEAN-TIME-TO-RESOLUTION (MTTR)



YEAR 1 SAVINGS followed by year-on-year savings

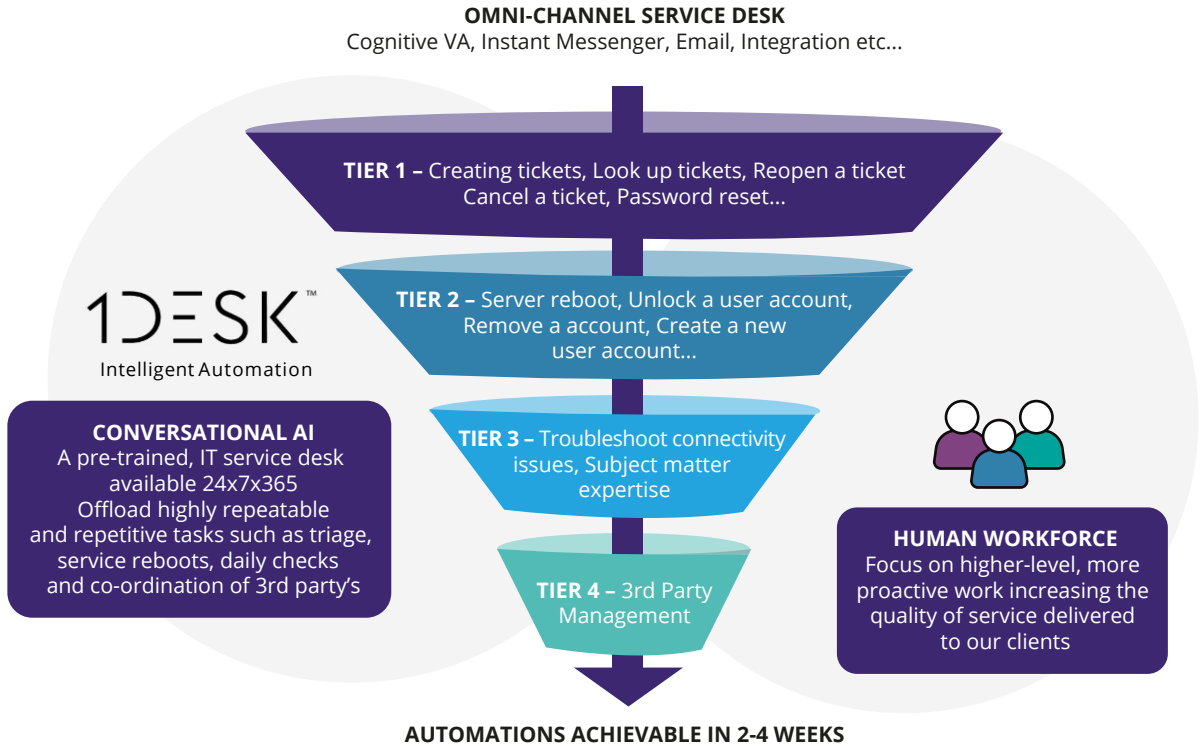


Automate with Conversational AI

IT Support leaders are already leveraging AI chatbots to deflect simple and repetitious queries and requests before escalating complex interactions to a live IT support agent. But, not all bots are created equal.

Capable of answering end user questions based upon a pre defined set of rules, rules based chatbots depend on key words and can only undertake limited scenarios that have been explicitly scripted for them. Incapable of learning through interactions or understanding context, they cannot operate completely autonomously instead, they must hand over to a human agent should something outside their database arise or they can't understand what an end user is asking.

By contrast, cognitive AI chatbots (virtual support agents) provide human like responses to issues and queries. Thanks to natural language processing (NLP), these virtual agents can contextualise enquiries even vague or ambiguous ones and identify user intent based on knowledge acquired through previous experience.



A more intelligent approach

Capable of asking clarifying questions, confirming information, and responding accordingly, these virtual service agents can continually learn and improve on their own.

Cognitive AI opens the way for the IT Help Desk to deploy a digital workforce of intelligent agents that are pre trained and able to undertake a wide range of tasks at scale. Alongside providing instant responses on enquiries and transactions, they can also work in unison with human colleagues to provide automation and maximise customer (end user) interactions.

Managed services augmented and automated

Today's virtual support agents (VSAs) have all the transactional, cognitive and analytic abilities needed to ramp up capacity and enrich IT Service Desk operations.

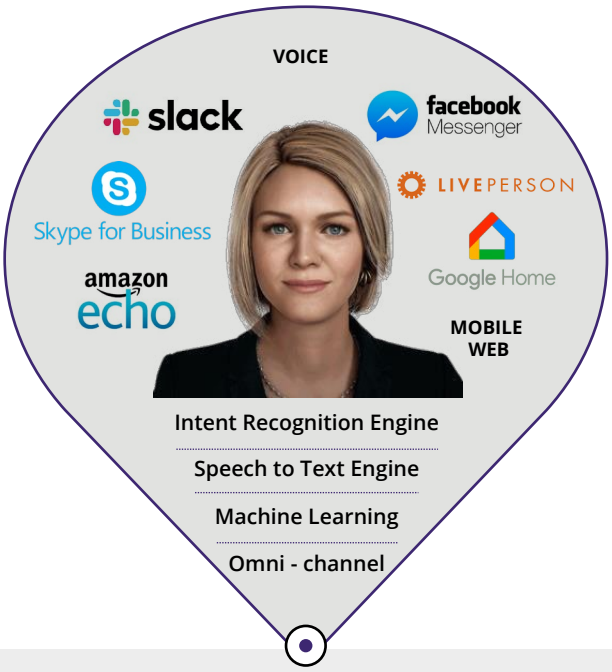
Pre programmed with ITSM processes, they're capable of going beyond basic chatbots to take action, automating on behalf of the end user to do things like reset passwords, deploy software, escalate support requests and carry out changes to restore IT services.

In addition to helping the IT Service Desk to tackle high volume low value tasks that are currently undertaken manually, these digital workers can also provide their human co workers with data, information and suggested next actions so they can work faster and more accurately.

Get up and running fast with Bell Integration

Historically, AI required hundreds of hours of time and gigabytes of data to train virtual assistants for specific service desk tasks. Our cloud based service platform and pre templated solutions makes it easy to implement an automated digital workforce at speed and scale.

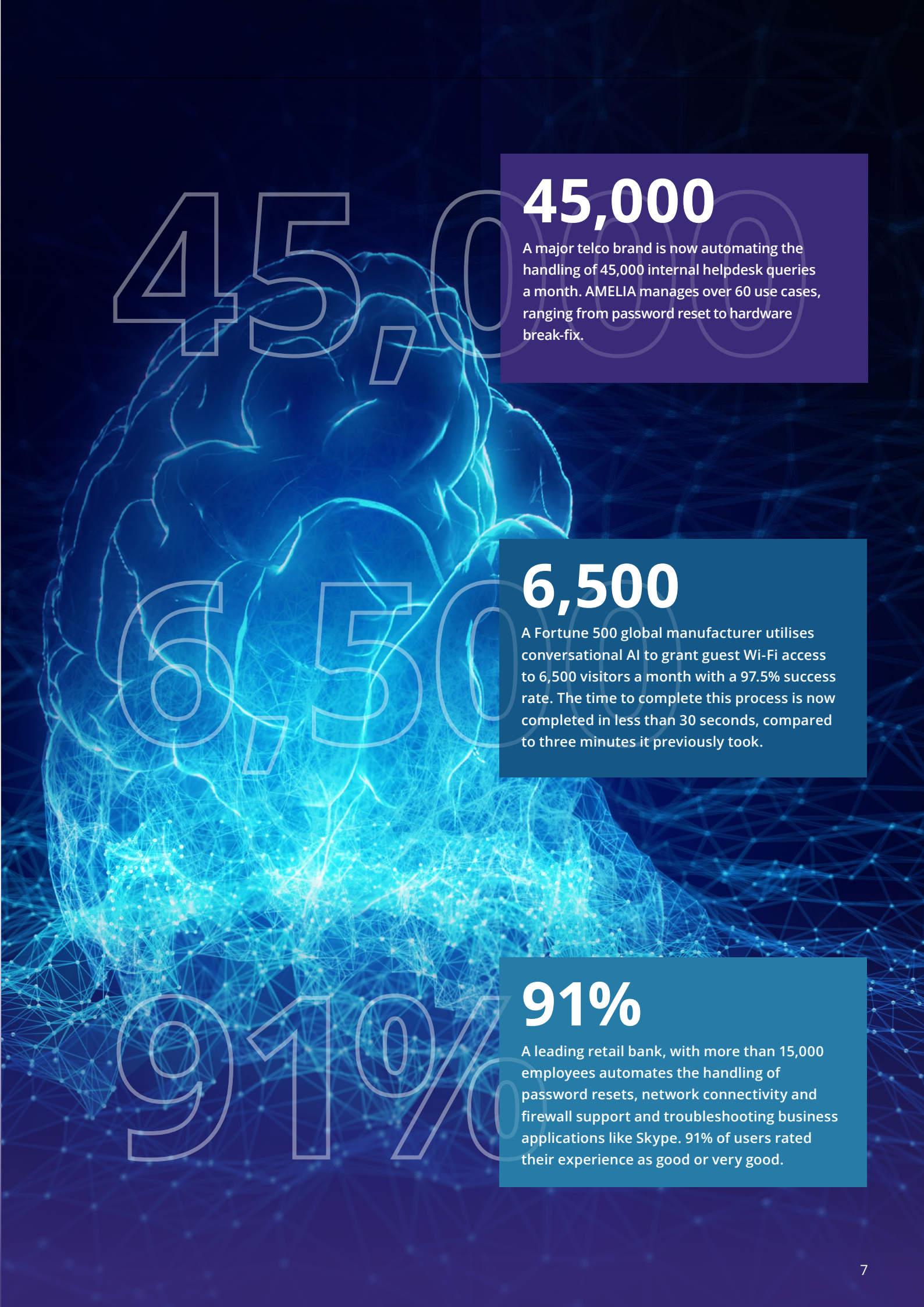
Introducing AMELIA Conversational AI From IPsoft



Integrated with your existing IT management systems, our AI Managed service can tackle a range of IT support issues, including:

- Password reset
- Outlook configuration and troubleshooting
- Unlock accountsSingle sign on trouble shooting
- Wi Fi setup and troubleshooting
- Printer and device configuration
- Web conference setup and troubleshooting
- VPN troubleshooting
- IP phone troubleshooting
- Lost device reporting
- New equipment requests

The AIOps integration platform with AMELIA enables machine learning and advanced automation, enabling further efficiencies and year on year savings to be made.



45,000

A major telco brand is now automating the handling of 45,000 internal helpdesk queries a month. AMELIA manages over 60 use cases, ranging from password reset to hardware break-fix.

6,500

A Fortune 500 global manufacturer utilises conversational AI to grant guest Wi-Fi access to 6,500 visitors a month with a 97.5% success rate. The time to complete this process is now completed in less than 30 seconds, compared to three minutes it previously took.

91%

A leading retail bank, with more than 15,000 employees automates the handling of password resets, network connectivity and firewall support and troubleshooting business applications like Skype. 91% of users rated their experience as good or very good.

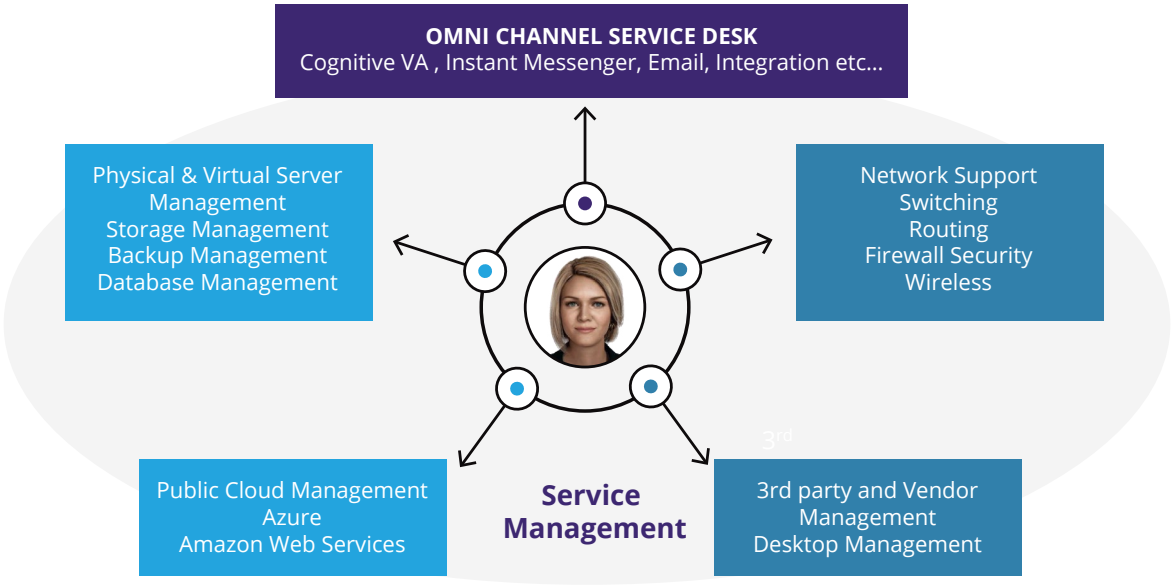
Why Bell Integration

Designed to give you everything you need to transform and enrich your Service Desk and IT operations our AI Managed Services make it possible to:

- **Automate up to 80% of routine service requests and management tasks**
- **Deliver services 24x7x365 anywhere in the world, and in any language**
- **Initiate an omni channel service desk**
- **Initiate automated incident process flows with escalation and ticket forwarding to internal and third parties**
- **Implement digital employees to support enterprise end users and work alongside human IT teams freeing up IT personnel to focus on more valuable change activities**
- **Drastically reduce ticket costs**
- **Automate system and service monitoring, reporting, governance and traceability of actions**

Streamline and optimise your entire environment

Bringing Bringing over 20 years' experience in the field IT operational excellence, our smart management platform makes it easy to drive transformation and deliver value fast. Our fully ITIL aligned models and out of the box AI automations deliver robust and highly scalable operations that can be tailored for any size of organisation, operating in any sector.



Combining IPSoft's omnichannel AI and automation platforms and our highly motivated teams, we can help you monitor, manage and support Tier 1 4 incidents as well as service requests for build, configuration and decommissioning services.

Implementation – Our 4 Step Approach

As you'd expect from a global organisation that's in the business of helping organisations to drive down costs while transforming operations for enhanced responsiveness and service quality, our 4 step approach to implementation has been designed to get you up and running within a matter of weeks.

Step 1 Assessment

We evaluate your processes and ITSM tools, together with all compliance and governance requirements, providing recommendations on where enhancements could be made.

Step 2 Design

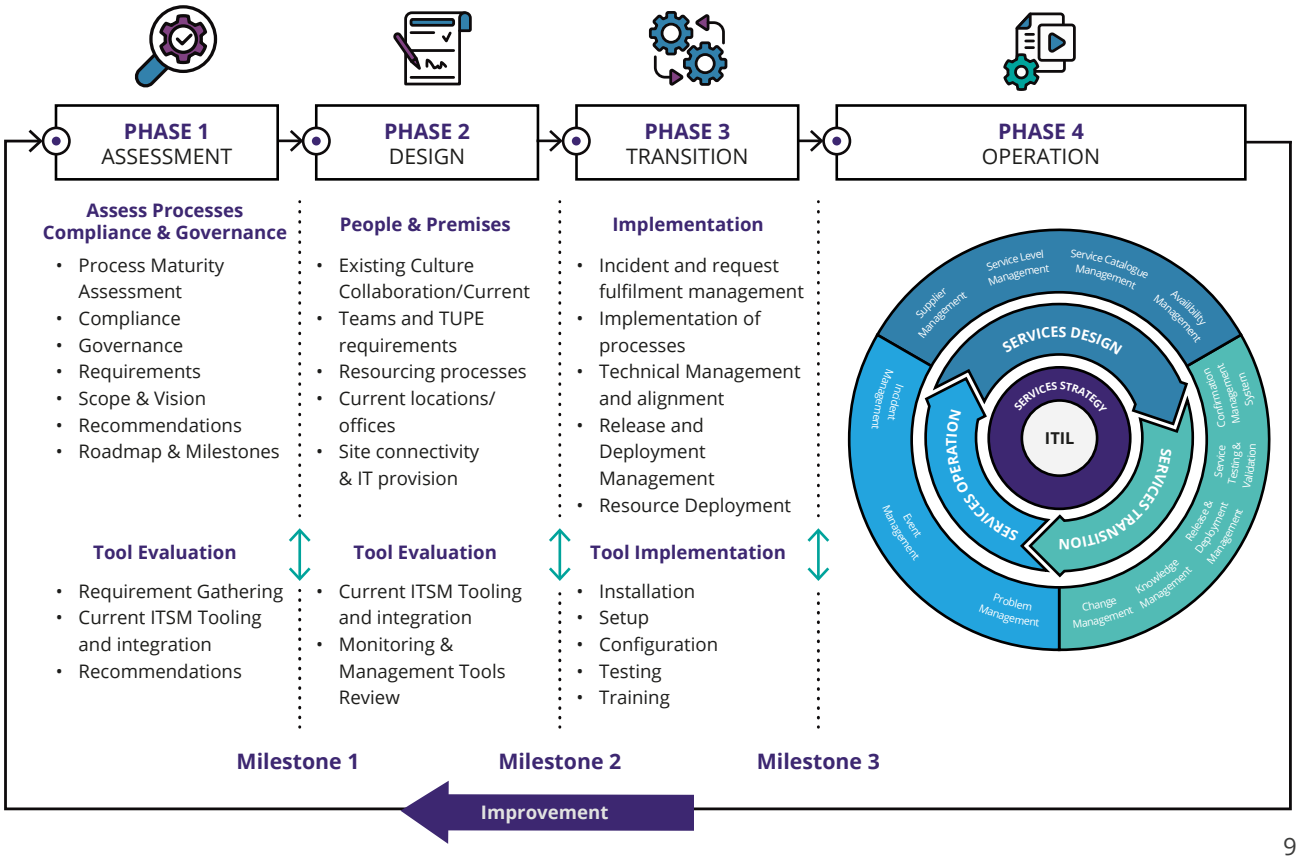
Taking account of site connectivity, resourcing processes, monitoring and management requirements, we design a service that incorporates integrations with existing systems.

Step 3 Step 3 Transition

We configure tools and implement all management processes, undertaking all required training to support a hitch free transition to your new automated service.

Step 4 Operations

Utilising detailed data analytics drawn from across the entire IT operations environment, we implement a continual cycle of improvements designed to provide the experience for end users, proactively reduce the underlying issues that trigger service requests, drive enhanced productivity and cost savings. Our goal is to help you eliminate long wait times for IT support, resolve issues faster, and make your human workers more productive.



Why Bell Integration?

With over 20 years' experience in IoT capability, our end-to-end solutions are designed with the needs of customers in mind.

Taking care of everything from solution design to procurement, asset management, logistics, deployment and multi-vendor customer support, our Smart Building solution modules deliver granular capabilities that organisations can orchestrate to their needs.

We've helped organisations in a variety of different industries – transport, manufacturing, utilities, housing, commercial, retail, healthcare and public sector – enhance the safety, operation and performance of their building assets and initiate next-generation services that elevate occupant experience.

Contact us

If you'd like to discover how Bell Integration's solutions could make a difference to your business then please contact us on marketing@bell-integration.com or visit **www.bell-integration.com**

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