DRIVING DIGITAL TRANSFORMATION

Bell Integration AI

Putting Artificial Intelligence to work

NICK PARASKEVA
Account Director
T +44 (0) 7785 693112
npara@bell-integration.com

We help you operationalise AI across your business. So you can **enhance productivity**, elevate customer interactions, and **transform for growth**.

From business decision automation to productive collaboration, today's organisations are leveraging AI technologies to change how business gets done. Everything from the digital-first transformation of systems and customer and employee interactions to drive operational efficiency and enhance engagement. Through to using AI to do more with data and build new business models.

Expert at helping organisations realise measurable value from AI and automation, our comprehensive portfolio of specialist services make it easy to hit the ground running – and achieve your business objectives faster.

Achieve your AI ambitions with Bell Integration

We cut through the complexities so you can initiate new AI capabilities that will advance digital transformation across the enterprise. Whether that's initiating everyday productivity-focused AI that enables workers to do what they do faster, and more efficiently. Or AI resources that increase the uptime, availability and performance of your enterprise IT operations. Or reinventing customer interactions with AI-infused services that elevate the customer experience. But our expertise doesn't end there.

We can also help you implement game-changing AI that makes it possible to reimagine business models and enable next-generation AI-powered products and services.

Our specialist AI services deliver transformational, business-focused outcomes in five key areas:

AI Service Desk and AI Ops – digital first capabilities that drive cost efficiencies, improved service quality and enhanced customer service responsiveness.

Automated SOPs – streamline, automate and optimise central IT ops management to maximise the performance of IT infrastructure environments.

Customer engagement – AI powered contact centres that can concurrently handle millions of customer interactions and empower customers to do more.

Business process automation – from automating routine tasks to optimising rule-based workflows for stakeholders in every function, AI technologies deliver enhanced reliability and consistency together with insights that support real-time decisioning.

Improved knowledge management – generative AI-driven chatbots and tools that can deliver diagnostic decision support and real-time assistance. Providing workers with on-demand answers to FAQs, recommendations and automated actions that optimise how they complete tasks.

AIOps Delivers Flawless Failover Capabilities in Banking

This major UK retail bank wanted to streamline how it undertakes data centre failover testing and credibly attest to regulators it can get critical systems back online, with **zero service interruptions**.

This major UK retail bank wanted to streamline how it undertakes data centre (DC) failover testing and credibly attest to regulators it can get critical systems back online, with zero service interruptions.

By infusing failover procedures with AI-driven automation, the bank has been able to scale up and future—proof its operational capabilities. In the event of a major disaster, geo-political or climate event, it is able to instantly switch over to a secondary DC and recover in near real-time.

Eliminating thousands of man hours of manual preparation, the AIOps platform seamlessly connects processes, domains and administrative and functional tasks associated with undertaking complex advanced high availability failover and compliance tests.

Today, the bank is confidently able to undertake flawless and fully automated DC failover tests during peak trading hours.

The Outcomes

AIOps transforms operational resilience:

- **Generative AI capabilities automate failover procedures – saving hundreds of man hours**
- **Elevates regulatory compliance activities at a significantly reduced cost**
- **Optimised and automated switch-over capabilities minimise risk and boost resilience**
- **Test events can be executed with minimal preparation**

Why work with Bell

Bell Integration has been working at the forefront of AI technological advances for a number of years. From day one our focus has been enabling organisations to operationalise AI for a variety of use cases. So they can orchestrate and integrate processes to drive measurable business change.

- **We offer over 300 experienced AI practitioners** capable of delivering everything from strategic consulting, architecture, design and implementation through to run services.
- **Our expertise encompasses generative AI and LLP platforms** such as ChatGPT, as well as natural language processing, automation and prebuilt models.
- **We partner with industry leading AI technology and infrastructure providers**, deploying their solutions in new and inventive ways, so customers can take advantage of the latest innovations.
- **We help customers make informed decisions** on AI strategy, investment and implementation at scale.

Our broad AI solution portfolio incorporates **customer experience, business processes, IT systems** and **management, knowledge management, decision support** and more.

Our exceptional pedigree and practical know-how and experience means we're leaders in the implementation of AI solutions that truly accelerate enterprise reinvention.

Contact us

With over 25 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious customer environments. With capabilities covering AI, IoT, technology provision, consulting, project & managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell integration can help your business succeed.
Please contact us on marketing@bell-integration.com or visit
www.bell-integration.com

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