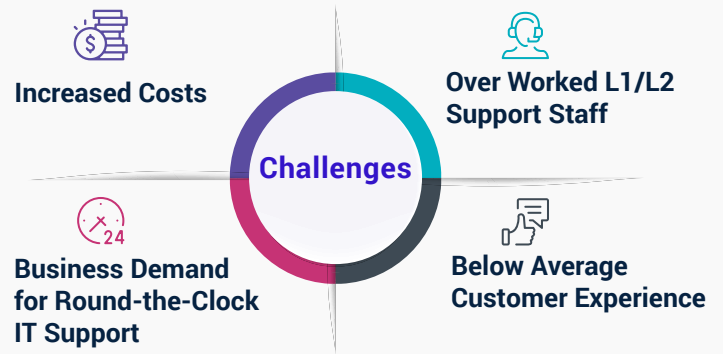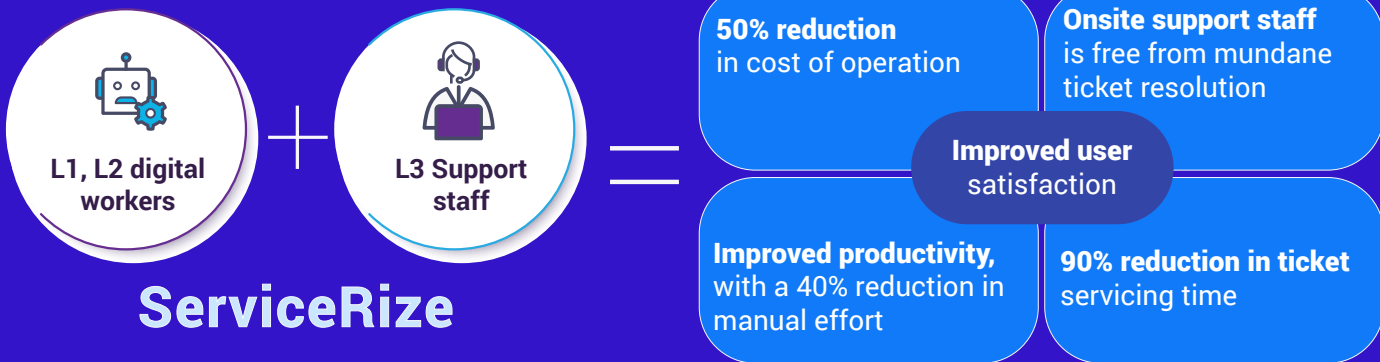# ServiceRize
Intelligent Service Desk Operations

Service Desk is the face of the entire IT organization in a company. Customer Satisfaction depends on how good is your service desk. Many a times, running an efficient service desk is a challenge especially when IT is not your core business. According to Gartner, by 2020, 80% of outsourced service desks for global enterprises will no longer require human service desk agents for the first contact.

ServiceRize intelligent service desk operations addresses the business challenges imposed by inefficiently managed service desk such as:

Increased Costs

Over Worked L1/L2 Support Staff

Challenges

Business Demand for Round-the-Clock IT Support

Below Average Customer Experience

ServiceRize Operations

ServiceRize operations consist of creative combination of ServiceRize support agents and ServiceRize robots seamlessly delivering superior service.

L1, L2 digital workers

+

L3 Support staff

=

ServiceRize

50% reduction in cost of operation

Onsite support staff is free from mundane ticket resolution

Improved user satisfaction

Improved productivity, with a 40% reduction in manual effort

90% reduction in ticket servicing time

ServiceRize Bot Highlights

✓ Natural and intuitive user interface with omni-channel (web/chat/email/phone) support and self-service capability

✓ Auto resolution engine at the back resulting in faster fulfillment of service desk tickets

✓ Automation engine "AutomationEdge" with a rich library of about 200+ common IT tasks such as password resets, share folder access, user on-boarding, account creation, service restart, software installations, etc.

✓ Auto ticket classification leveraging machine learning

Why ServiceRize Service ?

- ✓ **Innovative service offering leveraging** ServiceRize bots and human agents
- ✓ **Over 14 years of experience in ITSM** tools and running service desk operations
- ✓ **SLA based 24x7** service
- ✓ **Flexible engagement model with instant** scale-up choice to handle increased call-volumes
- ✓ **Guaranteed of 50% cost reduction in first year** and 10-15% cost reduction year over year

ServiceRize Operations Business Benefits

- ✓ Intuitive user interface resulting in superior customer experience
- ✓ Auto-resolution of tickets with reduction of MTTR
- ✓ Auto-classification saving considerable time of support staff
- ✓ With auto-resolution, human errors are considerably reduced
- ✓ Reduction in total cost of ownership

ServiceRize Operational Model

Smart Interface → **L1/L2 Robot** → **L1/L2 Human Agent** → **L3-Technical Support Customer Staff**

AI + Automation + Human

ServiceRize

ServiceRize operates on "shift-left" philosophy where most of the mundane tasks at L1/L2 are done by ServiceRize robots. Our competent L3 level technical team is equipped right skills to handle complex network /server/applications support level tickets.

STARR COMPANIES — GLOBAL INSURANCE & INVESTMENTS

We are glad to have Vyom Labs as our support partner and want to thank its T1 staff for providing excellent service .Vyom Labs support service has reduced our workload drastically and has enabled our user community to take more projects, spend more time with users.

We highly recognize your domain expertise, dedication, teamwork, availability and the professionalism.

John Hokanson, Director of IT Services, Starr Insurance Holdings, Inc.

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About Vyom Labs

Vyom Labs with 17 years of experience, ISO 27001, ISO 20000 certified company, worked in IT Service Management and Cloud Management with Automation. Vyom Labs has a large team of ITIL certified support staff. Vyom Labs has offices in USA, India, Singapore, Germany, Dubai. Vyom Labs has implemented over 600+ global projects and has right size solutions and services for Large, Medium and Small businesses. Vyom Labs is commended 4 times by Gartner a leading research and advisory company

To learn more about ServiceRize Intelligent Managed Service Desk service, contact us at **contact: info@vyomlabs.com.**