

End User Support Automation

Do you want to empower your employees with Intelligent Self-Service?

Do you want to optimize your end user support through Automation?

Do you want to improve end point Compliance levels at optimized costs?

If you answered 'Yes' to any of the above, we can help you!

# Enable Self Support- Increase Efficiency to Business

Automation is the key. The millennial employee workforce prefers selfservice for common occurring issues before reaching out to the Support Desk agent. As per Gartner 40% of incidents are self serviceable, yet most organizations fail in implementations. There are several external effects including decreased revenue, poor customer satisfaction, even declination in company reputation if employee's ie. end-users' needs are not met. Leaders in technology are exploring ways to digitize their workplace and improve employee productivity and Anakage complements this journey by fixing issues without any burden of ticket logging.

## What We Do

<u>Anakage</u> is the next-generation end user support automation platform that helps to reduce your cost to serve while increasing user experience. Transform your conventional service desk with a shift left approach. Using <u>CoBots</u> incidents are eliminated at source through <u>self-heal</u> and by empowering users to selfresolve <u>usability</u> and even technical fixes without the need of Service Desk engineers

## Use Cases beyond Script based Automation

- Quicker and easier <u>onboarding of users on enterprise</u> <u>applications</u>
- reduced <u>training</u> & support cost by <u>self-service</u>
- <u>Self-heal</u>(detect & fix) to resolve issues before they occur
- <u>Non compliance detection and remediation</u> at end points
- On screen user communication (media, tickers, alerts, surveys, password reset prompts etc)
- <u>Multilingual support- content creation</u> without any java/html coding

# How the platform works



sentiment data)

# Sample Use Cases

The Problem	The Solution	Anakage Component deployed
Automation using Agent based solution failed to deliver ROI 40% and more incidents landing at the helpdesk are self-serviceable	Agentless Solutions that are easy to deploy and support at optimal cost point, with easy administration of content to keep it relevant	Agentless Online Self- Service Cobot
No offline help, users don't have Admin rights to self-resolve issues that require elevated privileges No interactive User Communication and engagement mechanism, emails are ignored	Easy access to Self-Help even when Offline and on screen step by step guidance with silent remediations.	Offline and Proactive Cobots
Non-compliance after SCCM/TEM/Bigfix push of regular updates and patches fails No way to track the compliance and remediate under one console	Single dashboard giving real time view of End Point compliance of multiple Product and their parameters with automatic remediation in both agent and agent less modes	Configurable compliance diagnosis and remediation

## **Value Proposition**





# Increase digital adoption

Anakage cobots incorporate employees moving from basic to optimal usage through in app guidance delivered in multiple languages with zero wait time and no ticket logging effort

#### Easier and Faster Onboarding

Anakage's user centric application support reduces 80% of app

training and onboarding efforts of employees and smart in-app tour guide and content management system helps reducing

TCO of content creation and management

#### Incident reduction

with an innovative Desktop and application support platform Anakage helps to reduce L-1 incidents at source upto 40% and also reduces manual efforts in non compliance remediation and automation upto 80%

# Lower cost to serve solution

Anakage's Solution library consists of substantial number of relevant solutions for different products and issues. Also users can build new solutions using scripts from scratch and host on anakage portal without any dependency.

#### Reduction in MTTR

Anakage cobos help to enhance resource productivity by resolving issues within 3 minutes that usually takes 20min to 3hours upon waiting

# **Client Case Studies**

Daimler



## Online self-service Cobot

20% addressed with success rate of 60-70% 3 months of deployment & change management



### Multilingual content management system

To help the users from different locations and business units with customized localized contents for self service platform supported in multiple languages



\$42B global IT & management consulting firm

Airtel



#### 20%+ level-1 incident reduction month on month 1 month deployment 3 month of change

Online self-service cobot

1 month deployment, 3 month of change management

Non Compliance remediation and automation 80% Remediation effort avoided

> APAC Global 200,000+ users 350,000+ users



### Online & offline self-service cobot for windows OS + Offline self-service cobot for mac Success rate at 80% 3 month of Deployment and 5 months of Change

Management

Anakage End User Support Automation platform for IT Service Desk provides multi pronged approach to reduce support tickets at source, proactive resolution of tickets before user notices it, maintain compliance and automate your high volume support processes.

For more information on how Anakage can help solve your business problems, write to enterprise @anakage.in <u>www.anakage.com</u> +91 8618657122