



What does this app do?

Moveworks eliminates the friction of work by giving employees a single place to find information, automate tasks, and be more productive across enterprise systems. Moveworks' chat interface within Microsoft Teams helps to resolve employee issues in seconds for many of the world's most recognizable companies.

Unlike pure search solutions, Moveworks empowers users to take action to complete tasks end to end. Unlike toolkit solutions that can take months to build and deploy, Moveworks is a turnkey solution that delivers value out of the box. And unlike app copilots that only drive productivity within one or a small set of apps, Moveworks works across the entirety of your business systems.

What features are available in Teams?

- [Enterprise search](#) (for IT, HR, and other domains)
- [Service management](#) (for IT, HR, and other domains)
- [Provision management](#) (automated account access for IT)
- [Employee notifications](#) (for IT, HR, and other domains)
- [Custom AI workflows](#) (for IT, HR, and other domains)

Why bring Moveworks into Teams?

Moveworks drives Teams adoption at scale. By providing automated support within Teams, employees remember to come back to Teams for a wide variety of use cases. Moveworks also intercepts issues submitted through other channels — such as email and the IT portal — and reaches back out through Teams when it resolves the issue, driving further adoption. Lastly, Moveworks allows for the sending of targeted communications in Teams, enabling smoother change management.

Who should I talk to about Moveworks?

Top roles include: CIO, VP of IT, VP of IT Service Management, Service Desk Owners. Other roles who benefit include titles such as Director of Business Technology, End User Experience, Digital Workplace, Enterprise Services, as well as any role in IT/HR with a charter of bringing in greater generative AI and automation to drive EX,

productivity, or business transformation (e.g. VP of Emerging Technologies, VP of Employee Experience).

How is Moveworks purchased and deployed?

Moveworks has a subscription SaaS business model, which takes the form of both single-year and multi-year agreements. It is purchased for use enterprise-wide, can be deployed in weeks, and works out of the box. Moveworks does not require any building of dialog flows or training/tuning of ML models.

What is the value of Moveworks?

Customers typically buy for a combination of these reasons:

- Drive operational excellence: automate, rationalize, scale
- Enhance experiences: simplify, tailor, optimize
- Accelerate business transformation: unlock, modernize, grow

What are some other proof points?

- Fast Company Most Innovative Companies list ([2024](#))
- Forbes Cloud 100 list ([2023](#))
- Forbes AI 50 list for 5 consecutive years ([2019–2023](#))
- Forrester Wave Leader: Chatbots For IT Operations ([2022](#))

How should I prepare for the meeting?

Read the following customer examples. Feel free to share these during and after the meeting. The full list of Moveworks case studies is [here](#).

- **Equinix** [technology] achieved over 90% adoption of Teams, and automated ~5 agents' workloads to keep headcount flat while scaling the company. [See the case study](#).
- **Albemarle** [manufacturing] resolves 80% of support tickets without back-and-forth with IT and decreased average resolution time by 49%. [See the case study](#).
- **Vituity** [healthcare] freed 40% of L1 help desk agent time up for higher priorities. [See the case study](#).

What if I can't answer a question about the app?

Send your questions to microsoft@moveworks.ai and someone from the Moveworks team will respond.