



WHAT DOES THIS APP DO?

Moveworks allows employees to get instant help at work with an AI chatbot that automatically fixes their tech problems and answers their questions. Moveworks reduces the time it takes to resolve these issues from 3 days to 3 seconds for world-leading companies.

Unlike toolkits that can take years to build and deploy, Moveworks is a full solution, deploys within weeks, and resolves IT issues starting day 1. Moveworks has more than 1 million end users including public references on Teams like Equinix, Western Digital, Robert Half and Seagen.

WHAT FEATURES ARE AVAILABLE IN THE TEAMS APP?

- Employees can speak to the Moveworks bot in natural language and get IT issues resolved automatically including use cases such as: gain access to software, reset password, reset MFA, unlock account, manage and update email group, answer troubleshooting questions, look up people and places, request items through IT forms, etc.
- On the back end, Moveworks integrates across the customer's ITSM, identity and access management solution, email groups, knowledge bases, office space management tools, and more to automatically resolve issues end to end.
- Moveworks also makes ITSM forms fillable directly within Teams, sometimes weaving required form fields into the natural flow of conversation which can improve completion rates by 2X and cut average time to resolution in half.
- Moveworks also accelerates the entire ticket lifecycle, by routing issues to the right assignment group, and enabling employees to check status, add a comment, close an issue from within Teams.

WHY BRING MOVEWORKS INTO TEAMS?

Moveworks drives Teams adoption at mass scale since IT support is a use case for all employees in any organization. By providing automated IT support directly inside Teams, employees remember to come back to the Teams platform 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.

Equinix story on Microsoft customers site: <https://customers.microsoft.com/en-us/story/840401-equinix-partner-professional-services-teams>

How Robert Half built a virtual workplace with AI using Teams + Moveworks: <https://www.moveworks.com/insights/how-robert-half-turned-microsoft-teams-into-an-ai-powered-virtual-workplace>

WHO SHOULD I TALK TO ABOUT MOVEWORKS?

Top roles include: CIO, VP of IT, and the IT Service Desk owner - e.g., VP or Director of IT Service Management. 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 with a charter of bringing in greater AI and automation to drive business transformation (e.g., VP of Emerging Technologies).

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 enterprise-wide, can be deployed in weeks, and works out of the gate. Moveworks does not require any building or training of NLU/ML models or dialog flows.

WHAT'S THE VALUE OF MOVEWORKS?

Customers typically purchase for a combination of the following reasons:

- **Improved operational efficiency for IT.** Avoid increased IT spend by automating part of the service desk's workload, to meet the increased demand for support due to company growth.
- **Improve employee experience.** Dramatically shorten time to resolution through a seamless and delightful user experience for support.
- **Accelerate business transformation.** Better manage change amidst rapid company growth, M&A, digital transformation, or migration to the cloud or modern employee applications.

WHAT ARE OTHER PROOF POINTS?

- Named a leader in The Forrester New Wave: Chatbots for IT Operations (Q3 2020)
- Recognized by Forbes as one of the AI top 50 companies
- Resolves 40%+ of IT support issues at world-leading companies across industries and company sizes.

HOW SHOULD I PREPARE FOR THE MEETING?

Read the following customer examples. Feel free to share these during and after the meeting.

- **Equinix** achieved over 90% adoption of Microsoft Teams, and automated 4.4 IT agent's workload to keep headcount flat while scaling the company.
 - Microsoft customers site: <https://customers.microsoft.com/en-us/story/840401-equinix-partner-professional-services-teams>
 - Moveworks case study: <https://www.moveworks.com/case-studies/equinix>
- **Western Digital** leverages the Moveworks bot to perform as much work as 25 full-time help desk agents → <https://www.moveworks.com/case-studies/western-digital>
- **Seagen** uses Moveworks to save more than \$1 million per year on IT operations costs → <https://www.moveworks.com/case-studies/seagen>
- **Robert Half** built a virtual workplace with AI using Teams + Moveworks: <https://www.moveworks.com/insights/how-robert-half-turned-microsoft-teams-into-an-ai-powered-virtual-workplace>

WHAT IF I CAN'T ANSWER A QUESTION ABOUT THIS APP?

Send any questions to MSTeams@moveworks.ai, and someone from Moveworks will respond.