

CMS IT Services' Automation Framework assists a large pharma service provider efficiently manage its user requests with zero drops



CUSTOMER

The customer is a large pharmaceutical and biotech company. An internationally reputed research and manufacturing organisation, it serves customers globally in the Pharma, Biotech, Speciality and Performance Chemicals areas. The customer

employed an outsourced IT service provider CMS IT to ensure smooth functioning and uptime of all their IT assets.

THE CHALLENGE

The Customer has global offices servicing clients worldwide. CMS IT was contracted to set up a Support Desk to ensure 24x7 availability of IT systems in all the offices. A few months later, the following challenges were observed at the Service Desk.

- Manpower had to be available 24x7 at the desk to avoid any call unanswered.
- Verification of Assets and Applications was tedious because it was done physically.
- Information and Process inconsistency in different shifts at the desk.
- Availability of manpower at the Desk at all times became an issue as the agents were attending physical calls within the premises.
- Approval Process became longer because of increase in exception requests.
- Logging of routine issues like access to a printer increased the total number of calls
- Prioritisation of calls became an issue.

THE SOLUTION

CMS IT Services deployed Senseforth.ai solution with chatbot technology at the Service Desk. The AI-powered chatbots handled 200 + unique user queries every day, addressed over 2000 queries monthly and provided user specific information for all their queries.

The following changes were implemented :

- Virtual agents are available 24 x 7 to support users.
- Routine issues like Account unlocking, password resetting could be done seamlessly
- Information on routine activities were easily available through programs like "whom to contact for what sort of issues" in the chatbot.
- Approval processes became streamlined.
- Integration of management tools to the chatbot reduced the number of routine issues like printer access.
- Chatbot integrated with Nexthink, gives straight and quick information.
- Chatbot was Integrated with intranet website and with ITSM tool for auto-ticketing

BENEFITS

The Customer lauded this solution because they could see quantifiable benefits within a very short period of time. There was reduction in service cost, increased customer engagement, improved user experience and reduction in human errors. Users were happy having real time conversations with a chatbot at the service desk which was now available 24x7.

The customer recorded substantial benefits from the implementation of the above solution like lesser tickets, improved MTTR and enhanced user experience.

Some significant tangible benefits of the solution include :

90% Reduction in wrong incident-allocation

50% Increase in First-call resolution (FCR)

57% Reduction in human intervention at the service desk

24/7 Service desk availability



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