

A global leader in business process management counts on SummitAI for optimization of their resources.



IMPLEMENTING SUMMITAI RESULTED IN:

- Streamlined IT Services
- Automation
- Improved CSAT Score

The global leader in business process management combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centres, and HRO solutions to deliver transformational impact to clients. With over 45,000 employees across the globe helping create value through innovation, the company takes pride in providing seamless experience to customers across channels with a history of being globally local.

THE CLIENT WAS GRAPPLING WITH THE FOLLOWING CHALLENGES:



DISTRIBUTED OR SILOS OF EXCELLENCE TOOLS

Multiple tools in multiple geographic regions were posing challenges in terms of aggregating the data together and deriving valuable insights. The client was seeking an integrated tool, which could be used for complete IT services management.



COMPLEX EMPLOYEE ONBOARDING PROCESS

On and offboarding of employees and smooth change management was a challenge due to the lack of single tool or process.



LOW INTERNAL CSAT SCORE

Poor IT services led to low CSAT scores.

SUMMITAI HELPED RESOLVE THE ISSUES BY LEVERAGING:

SUMMITAI IT Services Management
SUMMITAI IT Operations Management
SUMMITAI Asset Management



STREAMLINED IT SERVICES

IT Service Management Tool from SUMMITAI helped bring data from different geographies and systems on to a single dashboard, accessible by CIO and CTO amongst other key stakeholders. It also made possible the availability of services to the same customers in different geographies. This flexibility offered by SUMMITAI, along with a promising roadmap and value for money, streamlined IT services and propelled productivity.



AUTOMATION

Employee onboarding was made quick and flawless with the help of SUMMITAI's Asset Management Tool. Faster availability of asset, inventory, infrastructure and service automation along with on and offboarding of employees helped optimize asset utilization, save costs and enforce compliance with AI-driven Asset Management.



IMPROVED CSAT SCORE

The overall employee CSAT score improved multiple times. Today, the client's IT organization is one of the top three CSAT scorers among the shared services within the company at 5.75, and they are looking forward to moving up the ladder further in the near future.

**If you wish to explore possibilities and transform your business,
then we're just a call away.**

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