



**DRIVE THE  
CHANGE**

# **SUMMITAI**

**Unleash Enterprise Productivity**

AI-driven IT and Enterprise Service Management Suite

## Unleash Enterprise Productivity

Modern consumers are no longer content with just good service. Because in this digital age, they are getting seamless and user-friendly experiences at every touch point, be it with Banks, Hotels, Airlines etc. and that's why they expect similar experience at their workplaces as well. So, they no longer want their IT service experiences to be complex and tedious. This shift in consumers' behaviour is pushing organizations to embrace new ways of providing IT services to their workforce.

Discarding legacy tools which are holding productivity back and embracing transformative technology like Artificial Intelligence has opened avenues of new promises of productivity, issue resolution, agent effectiveness, and complete IT control.

And now, as the IT leader, the onus is on you to embody the change that is offered by AI-driven innovation. The time is ripe for leveraging the benefits of the latest advances in Artificial Intelligence (AI) and machine reasoning to IT Management.

### SummitAI: An AI-driven IT and Enterprise Service Management Suite

Technology that propels productivity is always at the forefront. SummitAI ensures that its AI-driven knowledge intelligence helps you unleash enterprise productivity, right after its implementation. SummitAI effortlessly brings Service, Asset and Operations Management together to work in concert. The use of machine reasoning and codeless workflow based automation, delivers up to 20% annual savings in IT Help Desk Operations, and up to 45% better Total Cost of Ownership.

SummitAI also offers its customers the ease of talking to a digital agent for ticket resolutions. CINDE (Conversational Interface and Decisioning Engine) uses natural language and responds with intelligent personalized messages. CINDE uses sophisticated natural language processing technologies to understand the intent of an issue which can correspond to an incident, service request or a query. CINDE intelligently resolves the majority of incoming issues automatically, eliminates downtime, and unleashes enterprise productivity by freeing up knowledge workers to focus on high impact work. And when it realises that human intervention is inevitable, then the Live Agent transfer feature ensures business users get to interact instantly with human agent for resolution.



**"A Leading Automobile Manufacturer Generated 10% Savings On IT Investments Using SummitAI"**

**Up to 45%**

Better Total Cost of Ownership

**Up to 20%**

Annual Saving on IT Help Desk

**Up to 5%**

Annual Incremental Revenue

**Up to 50%**

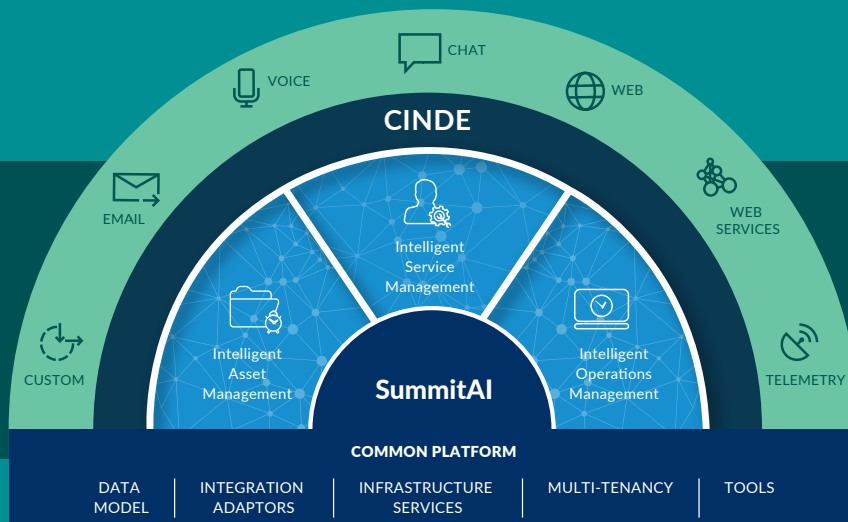
Faster Implementations



## SummitAI IT Management Suite

Unleash Enterprise Productivity. Transform Service Experience.

Harnessing the power of AI, SummitAI Integrated IT Management Suite unifies key processes across IT Service Management, IT Asset Management and IT Operations Management in a single easy to deploy, and easy to use solution.



### Key benefits:



**A single, centralized, self-service portal for all service requests:** IT, HR, Finance, Admin, Facilities, and all the functions across the organization can use a single self-service portal for requestors to monitor the status of their requests. Support for the management and tracking of frequent requests, A consistent look and feel for the processes.



**24x7 service desk experience:** SummitAI supports a conversational interface so that business users can interact using natural language through webchat, MS Teams, Slack, and Jabber. Business users receive intelligent personalized responses and can track progress with the help of CINDE. CINDE understands the context in which a user's intent is expressed and it uses machine reasoning to determine the next best course of action. In case CINDE is not able to serve the user adequately, or the user is not satisfied with the service, CINDE can transfer an ongoing user conversation to a human agent, who can continue conversation without interruption.



**Faster resolution:** Resolve the issues faster with AI- driven knowledge intelligence which helps users with contextually associated knowledge articles.



**Higher enterprise productivity:** SummitAI understands the context of an issue and auto resolves incidents & service requests using service automation. This approach dramatically reduces MTTR and gets business users back in action with no downtime. SummitAI can also automate repetitive and manual tasks and free up time for knowledge workers to focus on innovation and other high impact work.



**Enhanced agent effectiveness:** Operational Intelligence feature provides service agents with intelligent insights like the plausible reasons for the occurrence of an issue and strategies for remediation. Operational Intelligence also provides a variety of relevant contextual information (e.g. knowledge-based articles, environmental changes, etc.) to help agents rapidly resolve issues instead of having them search for information.



**Instant war room and escalations:** The suite enables functional and hierarchic escalation during an incident handling. Analysts may converse with end users using chat and troubleshoot using remote desktops. Other Analysts may be called to consult on an incident or conference bridges may be set up instantly from the product to create a war room instantly.



**“A Leading Global Consulting Firm Increased Workforce Productivity by 30% by Replacing Multiple Disparate Tools”**



**Optimized asset utilization:** SummitAI Asset Management helps manage the IT asset lifecycle from procurement to disposal, control spend with software license governance and compliance, and eliminates overbuying by helping right-size future purchase of HW and SW assets.



**Proactive issue resolution:** SummitAI Operations Management solution helps identify, isolate and resolve issues before they impact your business.



**Truly multi-tenant:** Enables creation of multiple tenants with single application installation and database. Ideally suited for Enterprise and Service Providers for providing completely or partially isolated tenant environments that can co-exist in the same application with no interference from each other.



**Complete control of the enterprise's IT landscape:** SummitAI Integrated IT Management Suite is built with common data sets across IT Service Management, IT Asset Management and IT Operations Management which allows complete control of the enterprise's IT landscape. SummitAI is available in Public Cloud as well as an on-premise version.



**"North America's Leading International Airport Improved Its MTTR by 50% With SummitAI"**

## 1. Intelligent Service Management

Transform your end-to-end IT services with SummitAI Service Management while leveraging AI to help resolve issues faster, reduce costs and increase productivity.

### Key benefits include:



**Self-serve using AI-driven Knowledge Intelligence:** It offers the ease of adding knowledge articles to the knowledge repository, and helps to quickly access them in the time of need.



**Improved service efficiency with live agent transfer:** CINDE, the SummitAI Digital Agent can converse in Natural Language with users and provide information back to the user or submit tickets for the user. However, in case CINDE is not able to serve the user adequately, or the user is not satisfied with the service, CINDE can transfer an ongoing user conversation to a human agent, who can continue the conversation from that point onwards.



**Higher productivity:** CINDE, Auto-Resolution and Operational Intelligence help enhance productivity for both business and IT users.



**Service desk intelligence:** Catch, dispatch, classify and auto-route tickets for faster resolution.



**Shift left:** Self Service & Service Assist allows users to manage their own issues and enables L2 skill level workers to delegate non-critical tasks to L1.



**Increased operational efficiency:** Auto problem ticket creation, auto resolution and operational intelligence lead to reduced workload and better operational efficiency.

## 2. Intelligent Asset Management

Manage the entire asset lifecycle with end-to-end IT asset lifecycle management. From planning to disposal, increase operational efficiency, ensure compliance, and optimize asset utilization.



**Optimize asset investment:** Eliminate overbuying by right-sizing asset purchases.



**Higher productivity:** Automate routine processes such as enterprise software deployment and patch management to ensure higher productivity.



**Software compliance:** Drive software compliance with easy auditing, reconciliation of software licenses and license governance.



**Actionable analytics:** Drive better decisions based on insights from extensive dashboards, as well as aggregated and detailed reports.

### 3. Intelligent Operations Management

Identify, isolate and resolve IT issues before they impact your business services.



**Efficient capacity management:** Facilitates increased efficiency and cost savings.



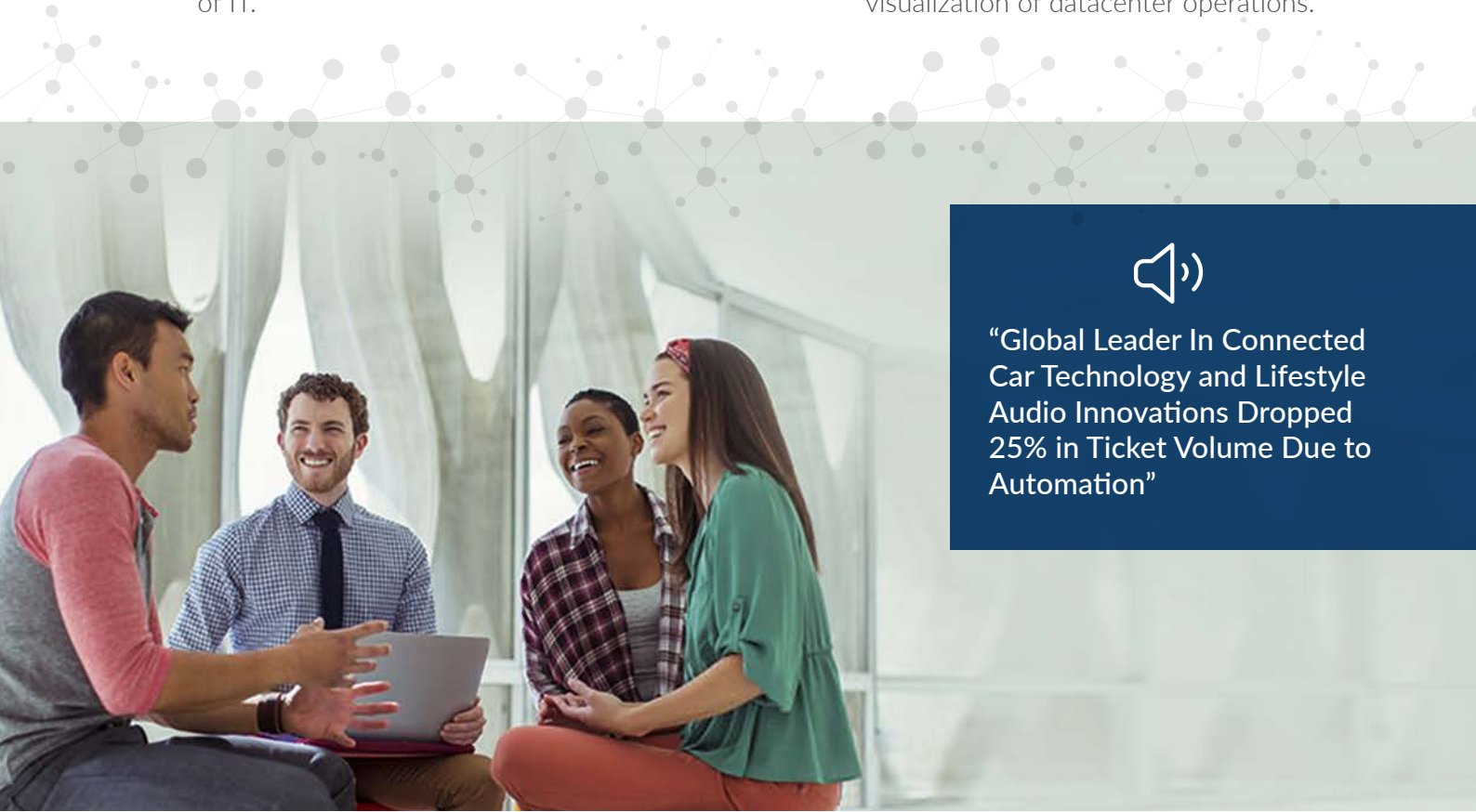
**Auto resolution:** Increases productivity and service availability.



**Operations visibility:** Operations Management works closely with Asset and Service Management to provide 'end to end' visibility and management of IT.



**Comprehensive performance reporting:** Enables better decision making with extensive dashboards, comprehensive performance reports, and intuitive visualization of datacenter operations.



“Global Leader In Connected Car Technology and Lifestyle Audio Innovations Dropped 25% in Ticket Volume Due to Automation”

### Embark on a journey of enhanced productivity.

Tomorrow is already here, and it is being defined by AI. By taking the lead in shaping this future, IT will be applauded for being innovative and agile. Get in touch and bring a change with Symphony SummitAI.

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