

SymphonyAI doubles your ITSM payback with AI and Automation



A Total Economic Impact™ study by Forrester shows that SymphonyAI ITSM Delivers **204% ROI.**

Key factors such as AI and automation, self-service capabilities, and a low-code/no-code platform drive this.

The Results show SymphonyAI ITSM is designed for business impact

Organizations that have implemented SymphonyAI IT Service Management are experiencing a significant impact in the following key areas:



Improved Automation



Significant Cost Savings



Increased Employee Productivity



Improved Automation

60%

automation of service requests/incidents using Service Automation



Significant Cost Savings

\$3.2M

Net Present Value

AI and automation, self-service capabilities, and a low-code/no-code platform help reduce maintenance efforts and overall licensing costs, resulting in a net present value exceeding \$3 million.

[Calculate your ROI](#)

to see how much you can save with SymphonyAI ITSM



Increased Employee Productivity

SymphonyAI improves employee productivity by reducing repetitive, low-value tasks. Employees get the time to bring in creativity and fresh insights into their work, which is reflected in their contributions to the organization.



Streamline workflows for increased business value

According to the Forrester Total Economic Impact™ study, leveraging advanced AI capabilities such as predictive analytics, machine learning, and natural language processing (NLP), SymphonyAI ITSM automates workflows, enhances employee productivity, and reduces the complexity and cost of IT operations.

204% ROI

thanks to AI and automation, self-service capabilities, and a low-code/no-code platform

75% reduction

in average ticket handling time (AHT) using generative AI and automated workflows

<6 months payback

SymphonyAI ITSM delivers rapid financial returns, with payback in less than six months.

[Read the Forrester Report](#)

[Calculate your ROI](#)