



**BE THE
CHANGE**

SUMMITAI

Unleash Enterprise Productivity

AI-driven IT Management | Digital Agent | Knowledge Driven Intelligence

Unleash Enterprise Productivity

Business is moving faster than ever. Legacy solutions are holding back productivity. The transformative technology of artificial intelligence is opening up a vast landscape of new promises of productivity, issue resolution, agent effectiveness, and complete IT control. Since change is the only constant, you as the IT leader need to embody the change that is offered by AI-driven innovation. Market dynamics will favor those who take aggressive actions to modernize their legacy applications. The time is ripe for leveraging the benefits of the latest advances in Artificial Intelligence (AI) and machine reasoning to IT Management.

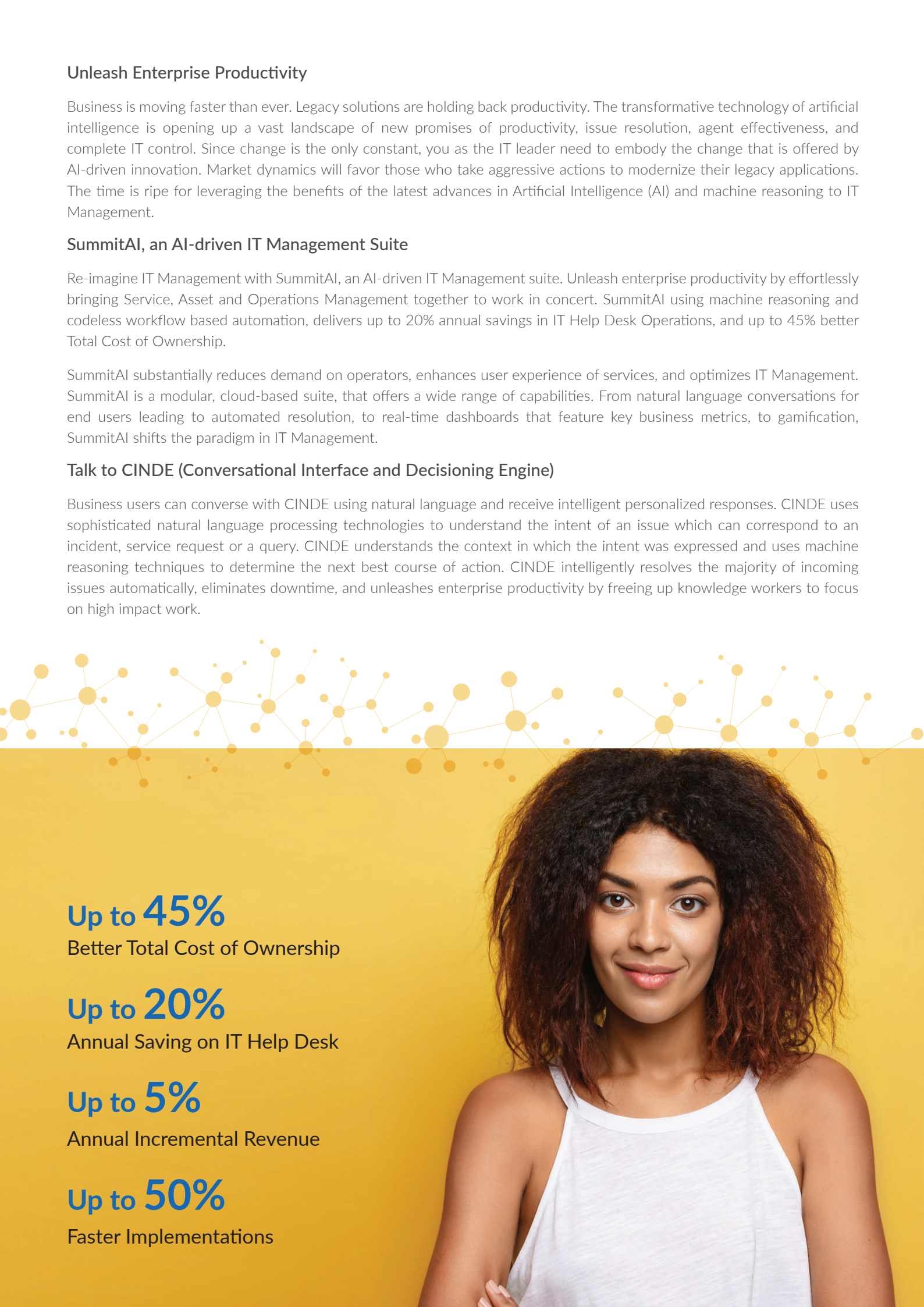
SummitAI, an AI-driven IT Management Suite

Re-imagine IT Management with SummitAI, an AI-driven IT Management suite. Unleash enterprise productivity by effortlessly bringing Service, Asset and Operations Management together to work in concert. SummitAI using 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 substantially reduces demand on operators, enhances user experience of services, and optimizes IT Management. SummitAI is a modular, cloud-based suite, that offers a wide range of capabilities. From natural language conversations for end users leading to automated resolution, to real-time dashboards that feature key business metrics, to gamification, SummitAI shifts the paradigm in IT Management.

Talk to CINDE (Conversational Interface and Decisioning Engine)

Business users can converse with CINDE using natural language and receive intelligent personalized responses. 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 understands the context in which the intent was expressed and uses machine reasoning techniques to determine the next best course of action. 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.



Up to **45%**

Better Total Cost of Ownership

Up to **20%**

Annual Saving on IT Help Desk

Up to **5%**

Annual Incremental Revenue

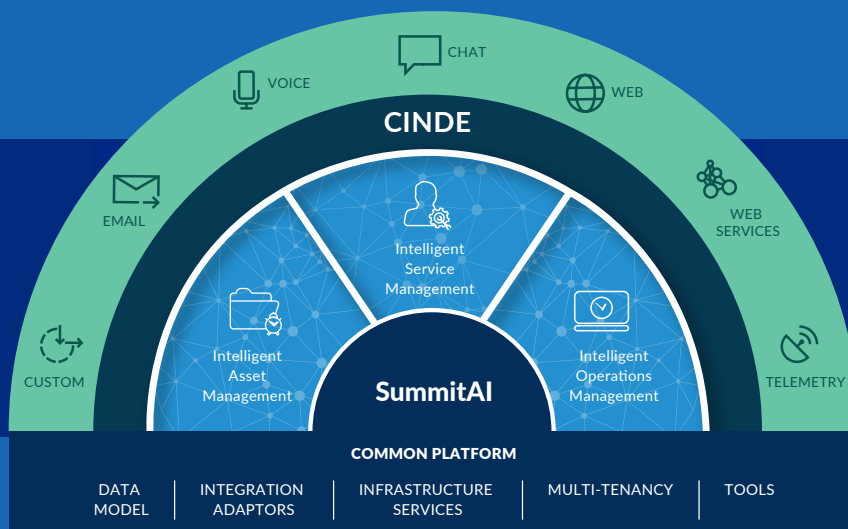
Up to **50%**

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:



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 uses machine reasoning to determine the next best course of action.



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 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 trouble shoot 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.



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.

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:



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.



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



Agility of service requests: SLAs are tracked and managed for service desk in the product.



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.



Result-oriented work culture: Gamification helps drive change in the work culture by reinforcing desired behaviors and makes the workplace more competitive and fun.

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



Real-time performance view: Proactive monitoring of data center components with event correlation.



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: Enable better decision making with extensive dashboards, comprehensive performance reports, and intuitive visualization of datacenter operations.

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 with us to bring a change with Symphony SummitAI.

SUMMIT Software Inc.,
4 Main St Suite 100, Los Altos,
CA 94022, USA

Call: (866) 209-2066 (Toll Free)
Email: summit@symphonysummit.com
Visit: www.symphonysummit.com