

GTI T1 Helpdesk Automation



A transformation for T1 helpdesk to support complex queries with better SLA and customer satisfaction.



Challenges

To remove the tiresome drudgery from T1 helpdesk.

- Organizations are dealing with increased numbers of interactions with fewer resources
- Repetitive manual tasks increase overall costs incurred per ticket
- Low First Contact Resolutions



Ideal Solution

- Faster respond time and reduce human error
- Accelerate incident resolution and service request fulfilment
- Increase agility on case handling and monitoring

- Boost Productivity for Superior Customer Support
- Increase Customer Satisfaction and Confidence
- Accelerate Business Resilience and Agility



Desired Outcomes

"There's no way we could have hired this many people to fulfil the need of helpdesk. T1 Helpdesk Automation reduces HR costs and supports our business to focus on more strategic and profitable tasks."
- Customer Name, CTO, Company

- Increasing Support Capacity
- Reducing Churn Rate
- Responding to Impending Challenges Quickly



GTI T1 Helpdesk Automation



Transform your helpdesk operation to improve productivity and increase customer satisfaction.

Boost Productivity for Superior Customer Support

- Workflow automation and orchestration, reducing training cycle
- Repetitive tasks automation, avoiding burnout
- Allocating more resources to higher value-added services, not admin drudgery

Increase Customer Satisfaction and Confidence

- Keeping customer be informed with automated notification
- Avoiding human error with consistent service delivery
- Improving customer communication to foster good relationship

Accelerate Business Resilience and Agility

- Mobility on case handling and monitoring
- Accessing data in real-time and anywhere with cloud-based solution
- Operational agility to adapt to market dynamics

GTI T1 Helpdesk Automation provides a cloud-based solution to automate T1 Helpdesk support for business success.

GTI T1 Helpdesk Automation + Microsoft Power Platform



Cloud-based solution allows you to provide support anytime, anywhere for improved customer satisfaction. Teams Channel integration for instant collection and categorization of service requests. Automated workflow supports case opening, customer notification and case closing to boost productivity. Case handling and monitoring in mobile app to enhance business agility. Data and knowledge repository available for dashboard presentation and analysis.

Solution Alignment

Empowering your Business with Annual Saving

- Flexible commitment plan available for Reserved Instances (RI)
- Save annual Azure consumption cost up to 80%
- Strengthen operation capacity of predictable workloads and application



GTI + Microsoft Power BI

- Enriching your Azure usage insights, billing reports and Azure Reserved Instances (RI) annual saving on a single dashboard
- Help budget and plan months or even years in advance
- View cost center consumption, billing and saving instantly for a better insight on budget analysis



GTI + Microsoft Azure Reserved Instances

- Providing annual saving recommendation that facilitates business planning
- Reserve Compute capacity in an Azure region or an Availability Zone for any duration of time (in public preview)
- Meet your business continuity and disaster recovery needs, combining capacity reservations with Reserved Virtual Machine Instances to greatly reduce costs

