

# A global leader in business process management counts on SymphonyAI Summit for optimization of its resources

## Implementing SymphonyAI Summit 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 company 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.

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## SymphonyAI Summit helped resolve the issues by leveraging:

- IT service management
- IT operations management
- Asset management



### Streamlined IT services

IT service management from SymphonyAI Summit helped bring data from different geographies and systems on to a single dashboard, accessible by the 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 SymphonyAI Summit, along with a promising roadmap, streamlined IT services and propelled productivity.



### Automation

Employee onboarding was made quick and flawless with the help of SymphonyAI Summit's asset management. 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 company's IT organization has one of the top three CSAT scores within the company at 5.75. The IT team is looking forward to improving that further in the near future.

## About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

**Request a demo or contact us for more information:**

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