

awakage.



End User Support Automation

Do you want to empower your employees with Intelligent Self-Service?

Do you want to optimize your end user support through Automation?

Do you want to improve end point Compliance levels at optimized costs?

If you answered 'Yes' to any of the above,
we can help you!

Enable Self Support- Increase Efficiency to Business

Automation is the key. The millennial employee workforce prefers self-service for common occurring issues before reaching out to the Support Desk agent. As per Gartner 40% of incidents are self serviceable, yet most organizations fail in implementations. There are several external effects including decreased revenue, poor customer satisfaction, even declination in company reputation if employee's ie. end-users' needs are not met. Leaders in technology are exploring ways to digitize their workplace and improve employee productivity and Anakage complements this journey by fixing issues without any burden of ticket logging.

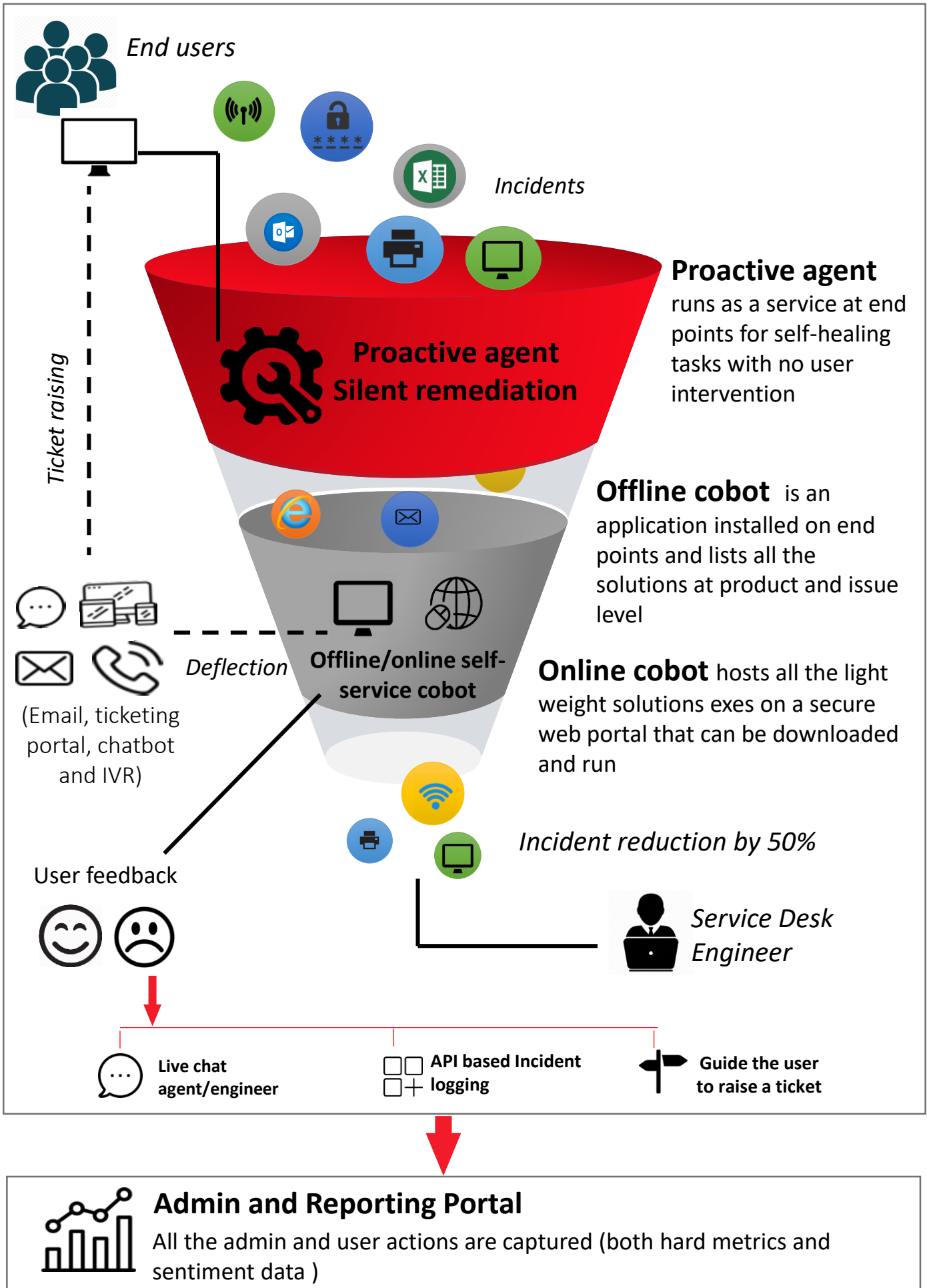
What We Do

*Anakage is the next-generation end user support automation platform that helps to reduce your cost to serve while increasing user experience. Transform your conventional service desk with a shift left approach. Using CoBots incidents are eliminated at source through self-heal and by empowering users to self-resolve usability and even **technical fixes** without the need of Service Desk engineers*

Use Cases beyond Script based Automation

- Quicker and easier onboarding of users on enterprise applications
- reduced training & support cost by self-service
- Self-heal (detect & fix) to resolve issues before they occur
- Non compliance detection and remediation at end points
- On screen user communication (media, tickers, alerts, surveys, password reset prompts etc)
- Multilingual support- content creation without any java/html coding

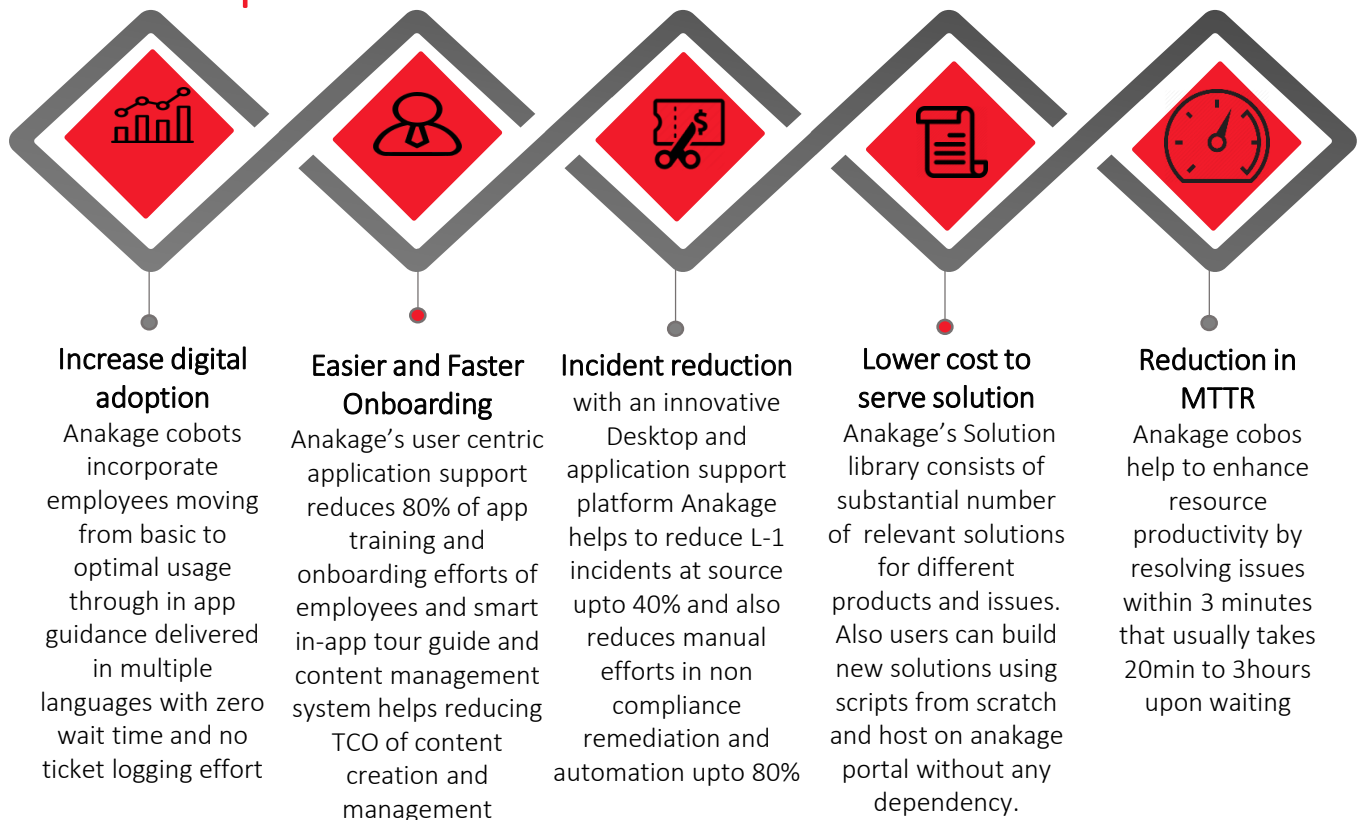
How the platform works



Sample Use Cases

The Problem	The Solution	Anakage Component deployed
Automation using Agent based solution failed to deliver ROI 40% and more incidents landing at the helpdesk are self-serviceable	Agentless Solutions that are easy to deploy and support at optimal cost point, with easy administration of content to keep it relevant	Agentless Online Self-Service Cobot
No offline help, users don't have Admin rights to self-resolve issues that require elevated privileges No interactive User Communication and engagement mechanism, emails are ignored	Easy access to Self-Help even when Offline and on screen step by step guidance with silent remediations.	Offline and Proactive Cobots
Non-compliance after SCCM/TEM/Bigfix push of regular updates and patches fails No way to track the compliance and remediate under one console	Single dashboard giving real time view of End Point compliance of multiple Product and their parameters with automatic remediation in both agent and agent less modes	Configurable compliance diagnosis and remediation

Value Proposition



Client Case Studies

Daimler



Online self-service Cobot

20% addressed with success rate of 60-70%
3 months of deployment & change management



Multilingual content management system

To help the users from different locations and business units with customized localized contents for self service platform supported in multiple languages



India



Japan



USA



Germany

\$42B global
IT &
management
consulting
firm



Online self-service cobot

20%+ level-1 incident reduction month on month
1 month deployment, 3 month of change management



Non Compliance remediation and automation

80% Remediation effort avoided



APAC

200,000+ users

Global

350,000+ users

Airtel



Online & offline self-service cobot for windows OS + Offline self-service cobot for mac

Success rate at 80%

3 month of Deployment and 5 months of Change Management

Anakage End User Support Automation platform for IT Service Desk provides multi pronged approach to reduce support tickets at source, proactive resolution of tickets before user notices it, maintain compliance and automate your high volume support processes.

For more information on how Anakage can help solve your business problems, write to enterprise@anakage.in
www.anakage.com
+91 8618657122