Financial Services Company

IT Service Desk

An international financial services company with a base of 50,000 employees was having significant cost and customer experience issues within their global IT service desk. Being comprised of three separate locations across the world, their global IT service desk was fractured in terms of resolution protocol and the lack of consistency in ticket processing resulting in slower response times and the increased frequency of human errors. Moreover, these operational challenges were further exacerbated with the constant flow of incoming IT incidents from all over the organization.

In an effort to resolve these issues and streamline the wave of IT issues reaching their IT service desk, Amelia was deployed as an AI platform that would centralize the resolution of tickets. There were already several backend systems in place that could not be uprooted given their strategic importance to their business processes. Amelia was able to seamlessly integrate into multiple desktop applications, Blackberry engines and knowledge management systems. For example, if an employee encountered an Outlook issue, Amelia would be able to complete this ticket on her own given her integration into Outlook and do so from a remote location. Every resolution process is run the same, every time and this degree of consistency removes the possibility of human error. As Amelia's involvement in their IT service desk has escalated, she has been able to employ her scalability features so the resolution of incidents are still completed quickly and accurately.

By the end of the pilot program, Amelia reached a high of 87% accuracy during conversations. Recently, she has been deployed into live production where she will take over 39% coverage of all requests, from routine L1 issues to more complex L3 incidents, and resolve them from end to end.

Some future plans for Amelia beyond supporting a global IT service desk include a role on the trading floor, helping audit and compliance teams out. Typically, it takes a qualified trader 20 minutes to complete a trade. With Amelia, it is projected that she can help bring this time down to 2 minutes with the help of an ECHO (a voice-recognizing consumer product).

At a Glance

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