



# Smarter Working Happier People

David Papworth  
Consulting Manager



# The Issue

Teams doing high volume, repetitive tasks?

Service Requests fulfillment taking too long?

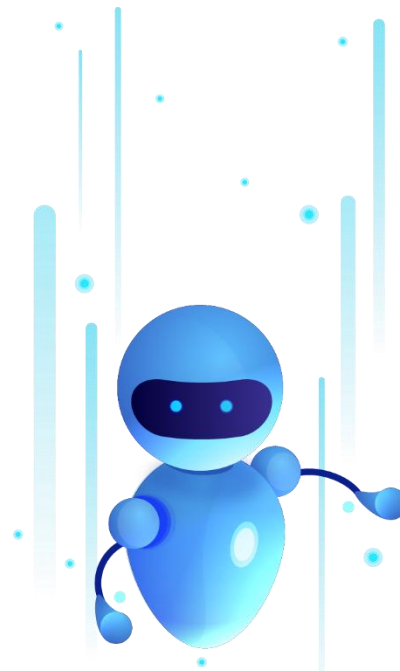
Service Desk ping-pong?

# The Opportunity

## Improve:

- Customer experience
- Employee satisfaction
- Business efficiency

## Technology:



Is faster

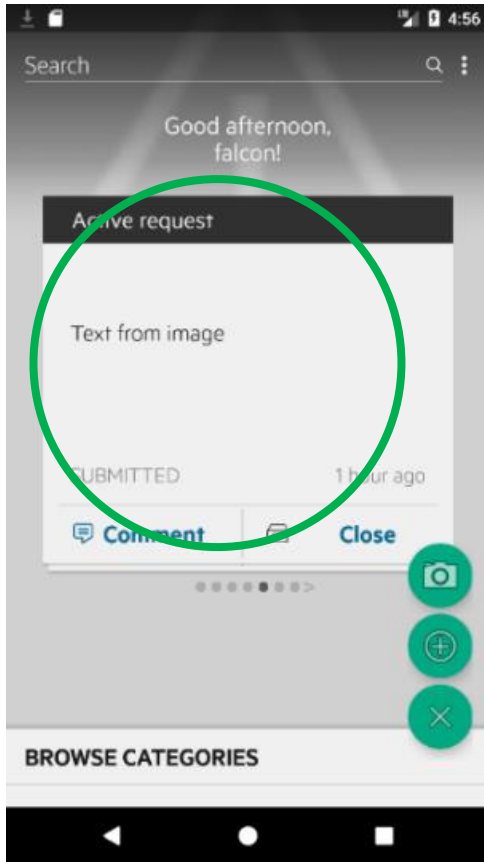
Is more accurate

Can reduce costs

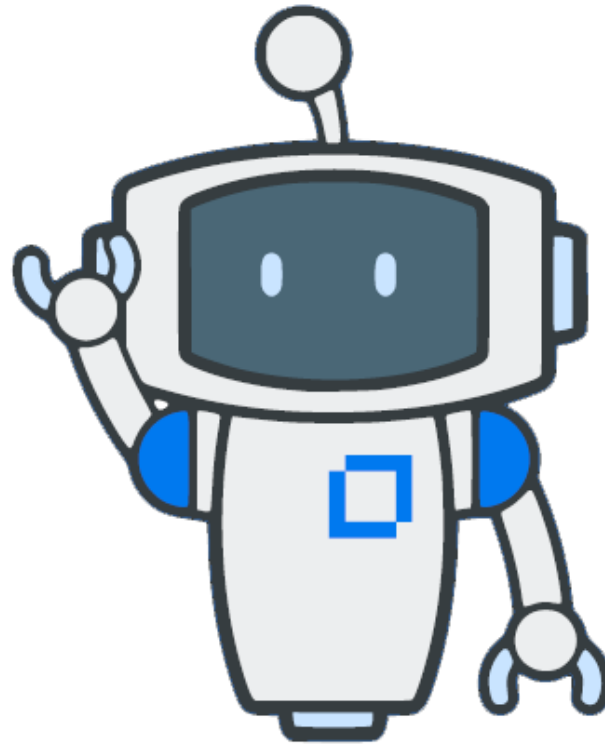
Free up employees to do more important, higher value things

# Where to Focus

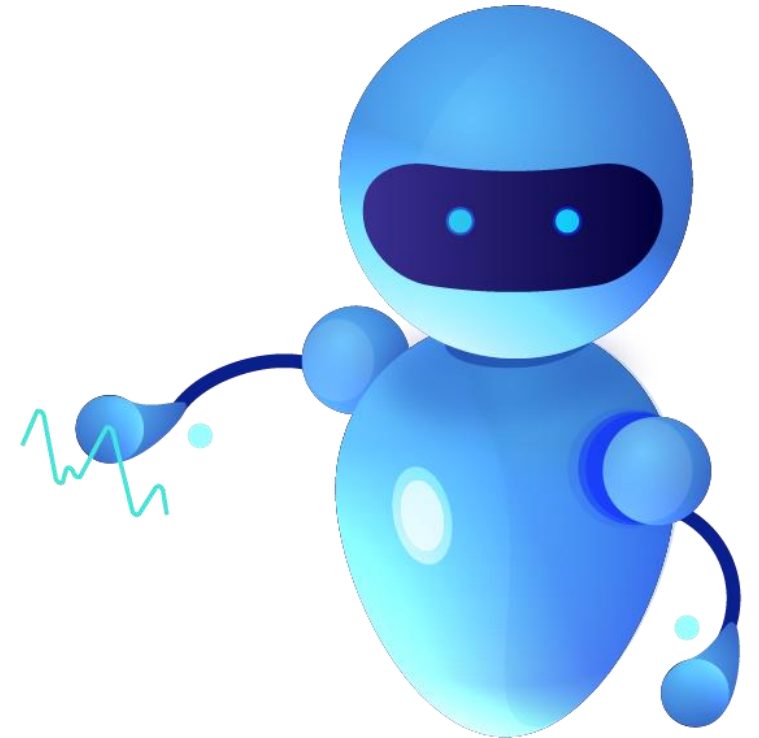
## Smart Ticketing



## Virtual Agents



## Automation



# Technology Does Deliver ROI

 **>250**

employee-hours saved per month by 51% of surveyed customers

 **>2500**

employee-hours saved per month by 19% of surveyed customers

 **83%**

of surveyed customers reduced manual effort and/or intervention

**Achieved Excellent value for money**
















 **78%**

of surveyed customers increased speed of service delivery and response times

 **74%**

of surveyed customers increased IT staff productivity / efficiency

 **Reduce errors**

 **Save time and money**

 **Go faster**

# Summary

Focus on what matters

Don't let the technology dictate

Use ROI to prioritise

Listen!



David.Papworth@microfocus.com

