



AI, Automation, and ITSM

How the service desk drives a modern employee experience

Stephen Brown

Strategic Customer Success
Manager — ITSM, SolarWinds

- Works directly with customers across EMEA to implement ITSM best practices
- Nearly a decade of experience in IT with companies like Oracle and Microsoft
- Avid motocross rider and rugby fan



The Future of Service Management

Establish an employee-first mentality, supported by smart technology.



A Smarter
Service Desk

Employee Service
Management

Innovative User
Experience

Empowering organizations
with AI and automations

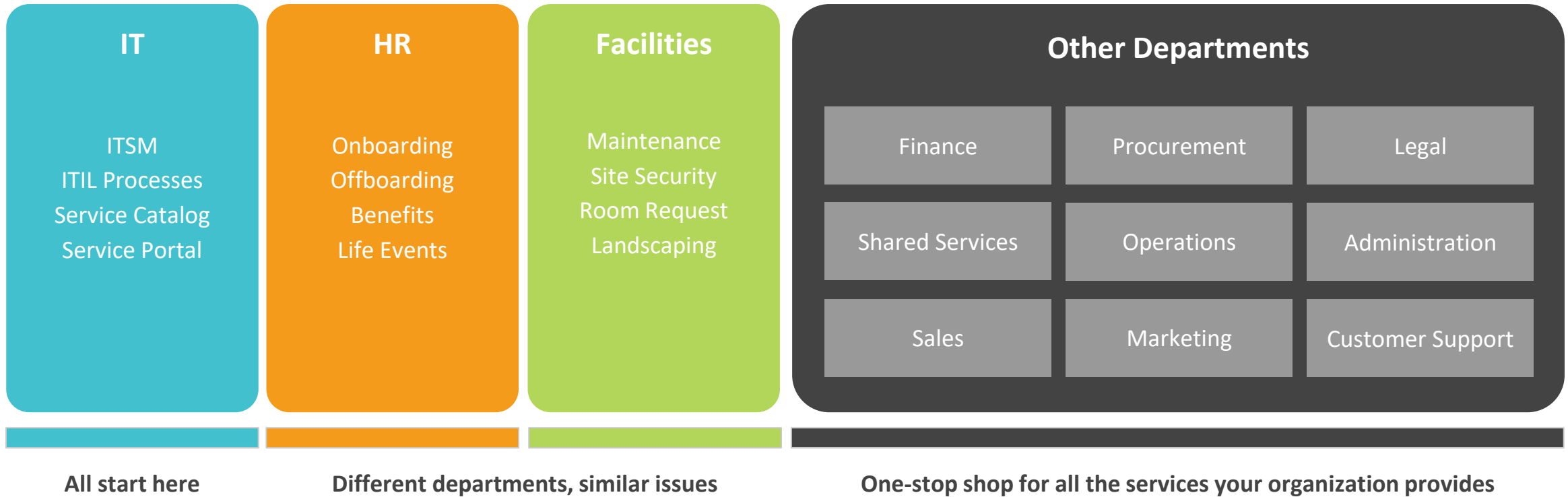
Single platform for *all*
services

Improve the employee
experience with internal
requests

The Employee Service Transition



Think of all the services that could benefit from digital request forms.



The Service Delivery Experts

IT can enable other departments to deliver services efficiently.



77% of organizations have started expanding service management beyond IT to improve the customer experience.



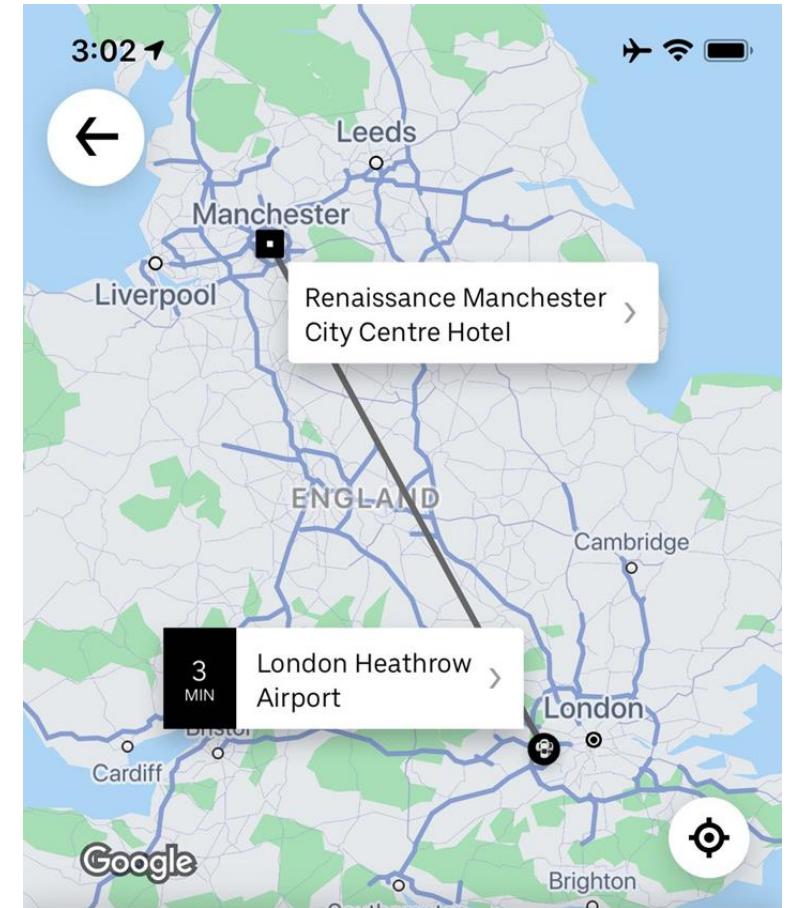
AI Drives Efficiency and Productivity

AI is impacting our daily lives, in and out of the office.

AI is all around us, from ride sharing apps to streaming services.

One in five workers will experience AI in the workplace by 2022.*

"AI Plus Human Intelligence Is The Future Of Work," Forbes.
<https://www.forbes.com/sites/jeannemeister/2018/01/11/ai-plus-human-intelligence-is-the-future-of-work>
(Published January, 2018. Accessed August 2019.)



Choose a ride, or swipe up for more



UberX 4
6:25pm dropoff

£226-297

The Impact of AI & Automation in the Workplace

IT pros across industries see the benefits of AI and automation.



82%

Indicated **AI is either “very important” or “mission critical”** as it relates to business goals

55%

Invest at least \$50,000 on AI and automation every year

82%

Equate **employee** service success with **customer** service success.

54%

Indicated between **2-6 hours per day freed up** when servicing employees with the help of AI and automation

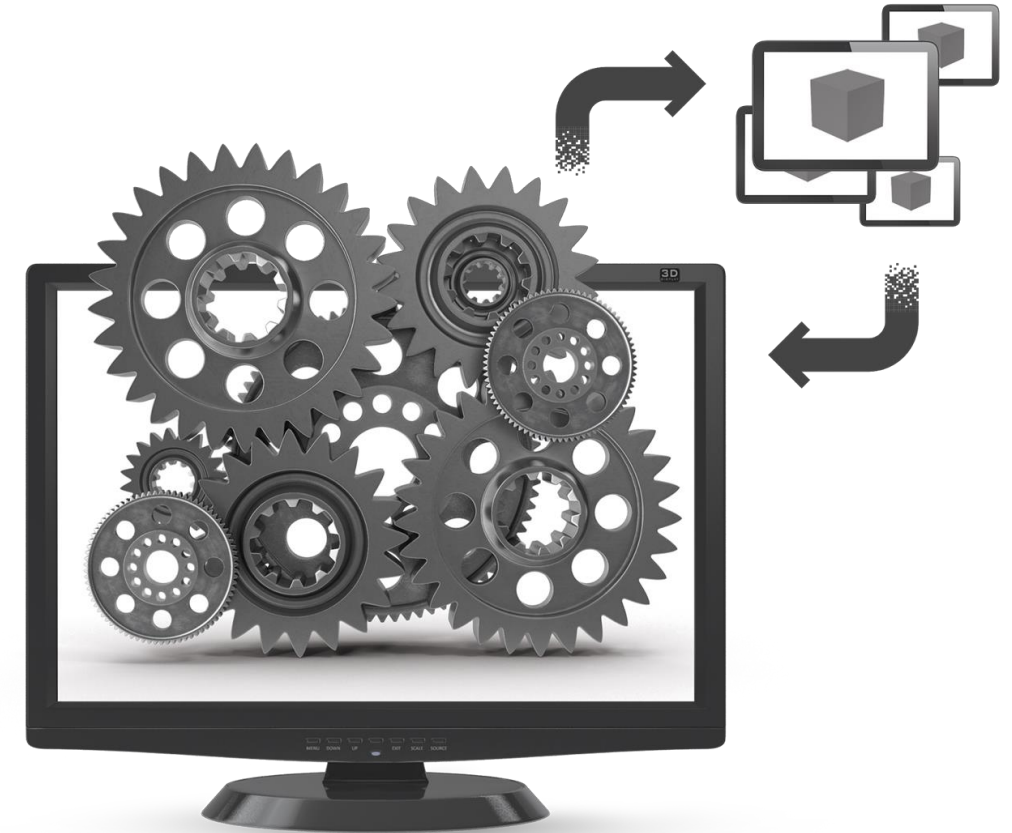
Streamline Service Delivery

Focus on bigger picture projects, not tedious tasks.



Complete data can help you:

- Improve first-touch resolution rates
- Eliminate back-and-forth communication
- Gain better control of your IT assets



35% of IT pros say:

“Automation allows me to focus on more strategic IT initiatives.”



Q&A

Visit the SolarWinds Service Desk table to learn more!



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