



arago

THE SUM OF EXPERIENCE

HIRO for Service Desk Automation

Maximize the cost-efficiency and operational effectiveness of your customer-facing Service Desk with the intelligent automation of service request processes.

HIRO AI Platform autonomously runs Service Request Management processes across the entire Enterprise IT landscape.

INTELLIGENT MAILBOX MONITORING/ PROVISIONING

North American IT Service Provider

Challenges

Mailbox monitoring and provisioning tasks such as enabling mailbox space, shared mail stores, and mail store decommissioning are time consuming and require input from L1 and L2 engineers.

- Tickets in the mailbox monitoring/provisioning category are quite diverse and ambiguous.
- Ticket resolution is further complicated by human errors, co-ordination of multiple work streams, and off-time.
- Provisioning, decommissioning, space and other mail store requests are time consuming for L1 and L2 engineers with the average time to resolution of 240 min per ticket.

HIRO Impact

HIRO provides an AI-based end-to-end platform for monitoring and provisioning both cloud and legacy-based email accounts.

- HIRO processes tickets 24/7, working simultaneously with multiple work streams to reduce time to resolution.
- No admin is required which eliminates a possibility of human errors.
- On average, it takes HIRO 6 min to resolve a ticket, or 40X faster than the manual process.

Reduce Cost

- 80%+ automation rate
- 50% reduction of maintenance and support resources

Increase Process Efficiency

- Consistent high quality of execution in a minimal timeframe, with no human failure and delays
- 23X faster execution of IT tasks
- 99% precision
- Intelligent enforcement of enterprise policies and business rules

Become Change-Tolerant

- HIRO automatically adapts to ongoing changes in the IT landscape as well as to process and organizational changes

Get In-Year ROI

- Simple integration and implementation and quick ramp-up

Retain the Knowledge

- HIRO ensures knowledge retention and scales up to mitigate the risks of knowledge drain associated with personnel changes

SOLUTION

Service Request Management - Proactive authentication, validation and execution of user service requests such as:

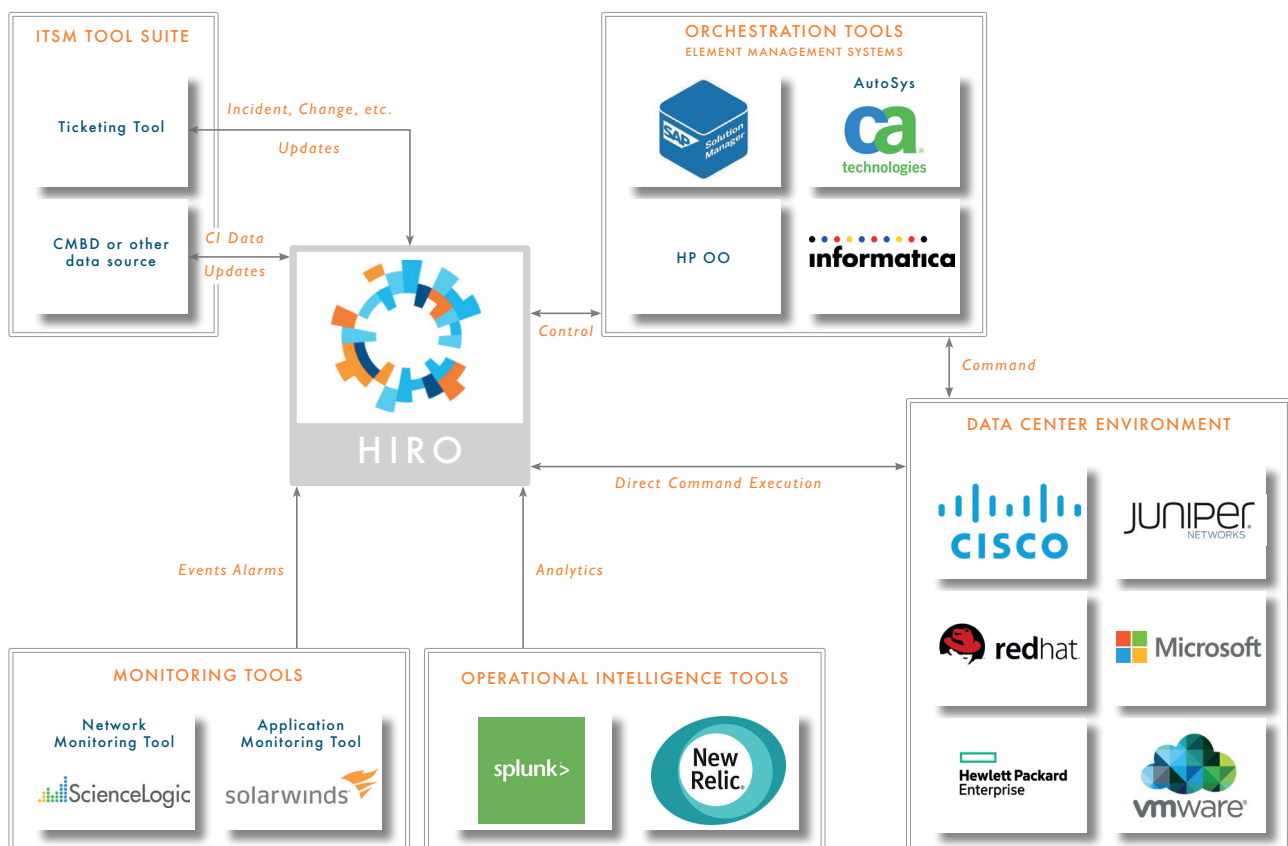
- Password reset
- User account management
- Mailbox provisioning
- Application access administration
- Software provisioning

Features:

Seamless integration with existing ticketing systems and ITSM platforms

HIRO Portal – statistics, KPI monitoring, and analytics

HIRO MANAGES A SOPHISTICATED IT INFRASTRUCTURE



ABOUT HIRO

HIRO is a complete general AI platform for the enterprise. It is based on machine reasoning optimized by machine learning. HIRO is designed to solve ambiguous and complex tasks with minimal training, time, and small data sets. Our customers deploy HIRO with the goal to optimize and autonomously run their business and IT operations.

"These new technologies have taken automation to the next level, and integrating HIRO into our digital ecosystem is a game changer for CompuCom and for our clients."
CompuCom



arago
THE SUM OF EXPERIENCE

For more information, please contact Oliver Huber at ohuber@arago.co or visit our website www.arago.co.