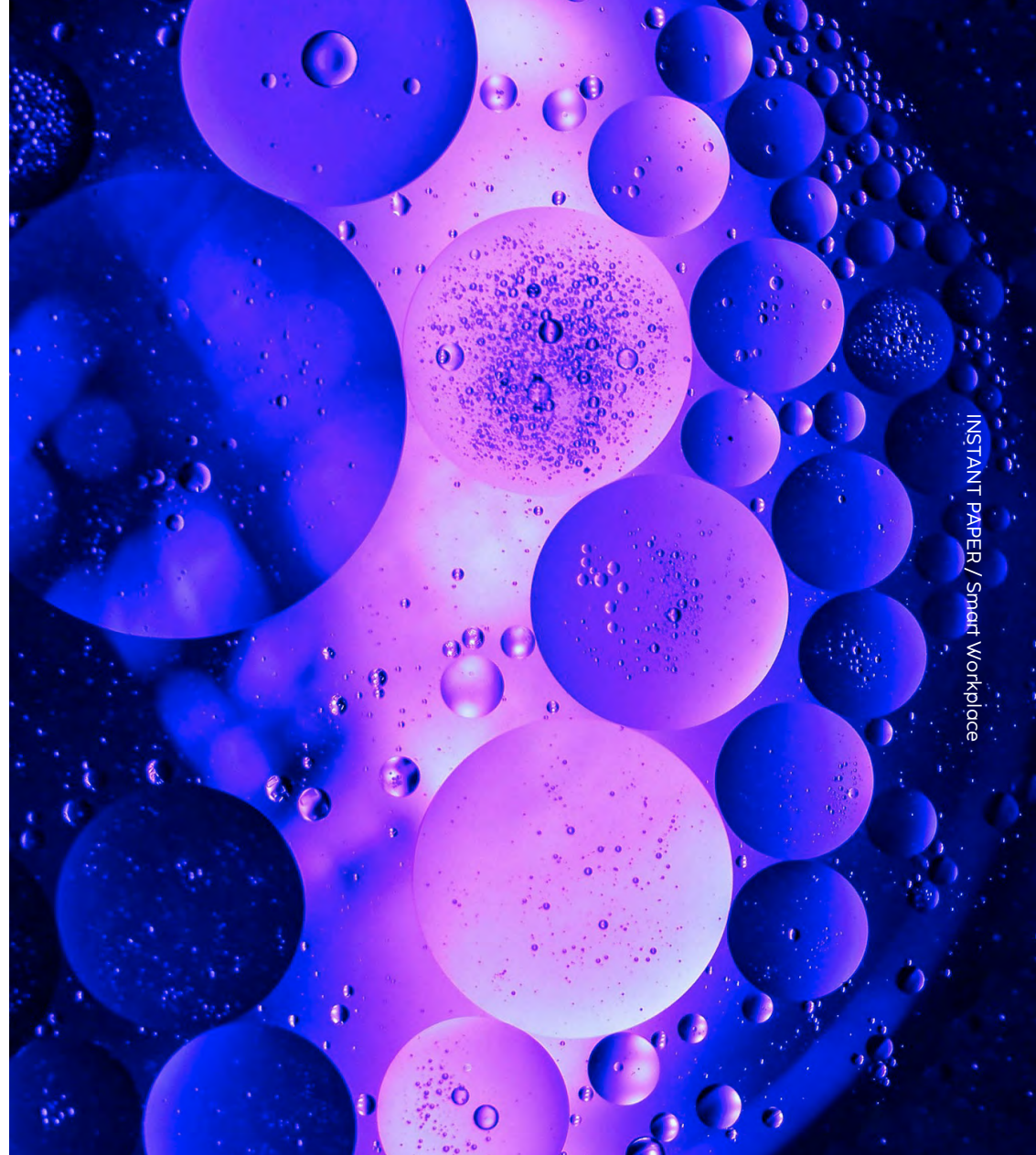




INSTANT PAPER **Smart Workplace**

Balancing AI & Automation with the Human
Interaction in Smart Workplace Services.





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WHITE PAPER / Smart Workplace / Balancing AI & Automation with the Human Interaction in Smart Workplace Services.

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Moving towards a modern Workplace

Workplace management has witnessed significant changes due to the advent of new ways of working and technological innovations, evolving its role from a supportive function to a pivotal foundational asset capable of impacting the productivity and resilience of modern businesses.

Its advanced capabilities and services foster adaptable workplace evolution, streamlining operations, boosting productivity, and increasing business value.



The dynamics of technology interaction have undergone significant transformation in recent years. Technology now plays a vital role, **empowering individuals to work flexibly, anytime and anywhere.**

After the pandemics, the workplace setting has dramatically changed. The rise of remote and hybrid work environments has expanded traditional workplace boundaries beyond office buildings, necessitating new approaches such as **Bring Your Own Device (BYOD)** and remote working policies that support employee's productivity and efficiency. Over 80% of enterprises have implemented such programs in the past two years.

Therefore, the success of a modern workplace relies not just on its technological capabilities but also on **solutions that prioritize a seamless and satisfactory user experience**, putting employees at the heart of every decision and advancement.

Just imagine how the versatility of smartphones has evolved recently, capable of supporting cutting-edge collaboration and communication tools, **allowing users to access any work asset straight from their mobile device** and transforming them into indispensable assets within the workplace. These devices now serve as **multifunctional hubs**, facilitating instant communication, real-time data access, and collaborative efforts across dispersed teams.

Moreover, the expansion of **Device as a Service (Daas)**, which allows businesses to rapidly equip their employees through a scalable, cost-effective subscription model, simplifying management and ensuring up-to-date technology, is particularly advantageous for companies looking to enhance flexibility in device provisioning while prioritizing the employee experience.

The advancement of **cloud-based workplace tools** is enabling prompt infrastructure scalability and extensive unified workplace asset management, while fostering cybersecurity measures to secure work environments.

To address surging security issues driven by these new working approaches, companies are increasingly adopting cloud security services such as Web Application & API Protection (WAAP) solutions such as firewalls, Identity & Access Management (IAM) and Privileged Access Management (PAM) such as multi-factor authentication and Role based access control (RBAC). Including **Zero Trust Network architecture** services to verify all access requests, manage network traffic, and isolate malware.

While ensuring strict security standards and synchronization across devices like mobile, tablets and personal computers remains crucial, **the true evolution lies in humanizing the experience of unified collaborative and smart tools.**

These tools create a sense of community and connection within the modern workplace, emphasizing their crucial role in driving meaningful digital transformation.

The advent of AI marks a profound shift towards efficiency and innovation, automating routine tasks and **revolutionizing how users work and make decisions.**

This transformation extends beyond operational enhancements. The emergence of advanced **AI-driven smart workplace solutions** makes flexible and remote work easier and smarter.

We've witnessed how modern workplaces have brought enhanced agility and dynamism to organizations. However, achieving a successful **smart workplace** goes beyond technological adoption. It necessitates **a holistic approach** that aligns technology and processes with the needs of users.

Central to this approach is cultivating **a culture of technological change and continuous learning**, alongside meticulously designing digital experiences to boost productivity and user satisfaction.

In this era of remote work and virtual collaboration, the traditional physical constraints of office spaces have



dissolved. **Organizations must adapt by reimagining their business processes and workspaces** while seamlessly adapting to evolving technological landscapes. **Priority should be placed on enhancing human experiences**, striving to optimize both efficiency and creativity. The **human-centric** approach in service environments benefits from improved "first call resolution," reduced issue resolution times, enhanced empathy between users and Service Desk operators with virtual support from technicians, optimized technician occupancy, and enriched service knowledge through Predictive AI and continuously updated Generative AI engines.

For over 40 years, Engineering has supported hundreds of thousands of global workers, empowering them to leverage technology for greater efficiency.

This [journey of innovation](#) **has evolved** from workstation management and complete digital transformation of workplaces **to integrating immersive and** [AI-powered](#) to enrich the human experience.

In this paper, we explore how automation, AI integration, and advanced digital workplace tools are transforming traditional service desk operations, highlighting their impact on efficiency, user experience, and overall organizational productivity in smart workplaces.

Moving towards a modern Workplace



The Era of AI-powered Workplace

As the digital revolution continues to transform industries worldwide, Artificial Intelligence has emerged as a critical driving force behind this change. From productivity and employment to investments and beyond, AI-powered tools and platforms are reshaping the modern workplace, offering continuous potential to streamline operations and enhance efficiency.

In this era of Big Data, GenAI, robotics, virtual digital assistants, and voice search and recognition, the impact of AI is becoming increasingly evident across various sectors.



One of the most significant advantages of AI is its ability to perform tasks traditionally done by humans, but with greater accuracy and speed.

AI-driven automation solutions help businesses minimize errors, manage repetitive tasks, and achieve higher productivity levels. Tools such as Deep Learning and Machine Learning are particularly effective in this regard, as they continuously learn and improve from the data they process. This capability allows AI systems to predict outcomes, make decisions, and provide personalized recommendations more accurately over time.

For instance, **AI/ML technologies are revolutionizing the way employees interact** among themselves and with support structures. According to Statista, by 2025, **75% of IT service desks will integrate AI/ML features**. Moreover, over 70% of digital professionals believe that AI/ML will significantly impact customer experience faster than any other emerging technology. In 2023, the **energy and industrials sectors reported the highest adoption of AI in customer service**, with 60% of respondents indicating its use, followed by the automotive industry at 30%.

AI's impact extends beyond service desk to IT Service Management (ITSM), where it significantly aids technicians in designing processes and making informed decisions. By analyzing past experiences, AI/ML can assist in the comprehensive redesign of ITSM processes across various modules. In service request management, **these technologies enable auto-approvals and custom workflows**, which improve the quality and efficiency of service delivery. By automating processes, organizations can handle service requests more quickly and accurately, leading to enhanced user satisfaction and streamlined operations. For incident and problem management, **AI plays a crucial role in predicting and preventing problems proactively**, ensuring a more stable and reliable IT environment.

AI capabilities also provide substantial advantages in workplace asset lifecycle management. By **monitoring asset health and predicting maintenance** requirements, it effectively minimizes outages resulting from suboptimal asset performance. This **ensures that assets operate efficiently throughout their lifecycle**, leading to cost savings and enhanced reliability. Meanwhile, **ITSM automation enables technicians to prioritize critical tasks**, supported by AI's

efficient handling of routine activities like ticket management. With remote work posing significant cybersecurity risks, **advanced algorithms provide robust solutions to enhance security measures**. AI algorithms can detect and respond to threats in real-time by identifying patterns that may indicate security issues or potential cyber attacks. Moreover, **AI facilitates real-time and adaptive change workflows**, guaranteeing smooth and secure implementations. By promptly assessing the potential impacts of changes, it empowers organizations to make well-informed decisions, minimizing errors and optimizing the entire change management procedure.

AI continues to solidify its role within digital work environments. Embracing this technology not only augments operational capabilities but also fosters a collaborative environment where **technology complements and enhances human potential**, ensuring sustained growth and competitiveness in the evolving landscape of work. To effectively adapt to changes and ensure comprehensive support, Engineering offers advanced solutions for IT Service Desk coupled with a comprehensive suite of Digital Workplace services.



Key Trends

\$126 Billion

GLOBAL MANAGED DIGITAL WORKPLACE SERVICES 2023

(Managed IT Service Desk, UEM, UCC, ITAM)

\$88.6B

GLOBAL IT SERVICE
DESK OUTSOURCING
MARKET (70% OF
TOTAL MARKET)

67%

ENTERPRISES INVESTING
IN REMOTE WORK TOOLS
& MOBILE DEVICES

+27%

DESKTOP AS A SERVICE
GLOBAL MARKET CAGR
2023-2030

75%

OF IT SERVICE DESK
WILL EMBED AI/ML
FEATURES BY 2025

60%

ENTERPRISE ADOPTION
OF CONTACT CENTER
CLOUD PLATFORMS

+21%

UEM AS A SERVICE
GLOBAL MARKET
CAGR 2023-2030

The main challenges come from:

Remote workers working tools
enablement, data security and
privacy, regulatory compliance.

TOP 3 BUSINESS BENEFITS

**Maximize
productivity
and efficiency**

**Ensure
seamless user
experience**

**Provide
proactive
resolution**

**Enabling secure AI-powered workplaces
to boost workforce productivity**

Data displayed represents our elaboration of data coming from multiple sources

© engineering

A low-angle, upward-looking shot of a modern skyscraper with a glass facade. The building's structure is composed of many vertical glass panels that reflect the ambient light. The sky is a clear, deep blue, suggesting dusk or dawn. The building's lines create a strong sense of height and architectural rhythm.

03 Transforming the IT Service Desk



With personalized recommendations and human-like interactions, AI-powered virtual agents forge deeper connections with users.

This marks a pivotal shift in the realm of service desk, driving greater efficiency and satisfaction.

The **new concept of Service Desk** aims to enhance **accessibility** and **proactivity** for users by utilizing **both new digital channels and the human touch**, seamlessly integrated and supported by **innovative technologies**. This approach effectively manages complexity and improves the speed and responsiveness of solutions offered.

Self Service catalogue marks a significant advancement, empowering users to handle many of their needs in self service mode and minimizing the necessity for human interaction in standard operations. This **approach has evolved in tandem with users** becoming more proficient and comfortable with these tools. **By fostering user autonomy**, organizations can streamline processes, reduce response times, and allocate human resources to more complex tasks that require attention. Self-service has developed not just to meet user expectations, but also to **align with their expanding skills in navigating and leveraging self-service technologies**.

AI-powered virtual agents represent the future of self-service. Their adoption is crucial for organizations seeking to boost customer satisfaction and optimize

service desk efficiency. Utilizing these capabilities enables businesses to provide immediate, tailored support across various channels, boosting user engagement and optimizing operational efficiency.

These virtual agents provide faster, smarter, and more effective self-service experiences. They offer instant contextual assistance, using personalized insights to deliver accurate solutions tailored to each user's needs. Integrated seamlessly with collaborative platforms and popular chat apps, these **agents ensure consistent support**.

AI-powered virtual agents excel in conversational assistance by simulating human-like interactions to interpret queries and deliver prompt, relevant responses. This capability reduces wait times, boosts productivity, and enables seamless management of conversations across various communication channels.

Moreover, these agents support voice-based interactions through integration with third-party contact center systems, showcasing their versatility. AI enhances service desk operations by optimizing request routing with sophisticated



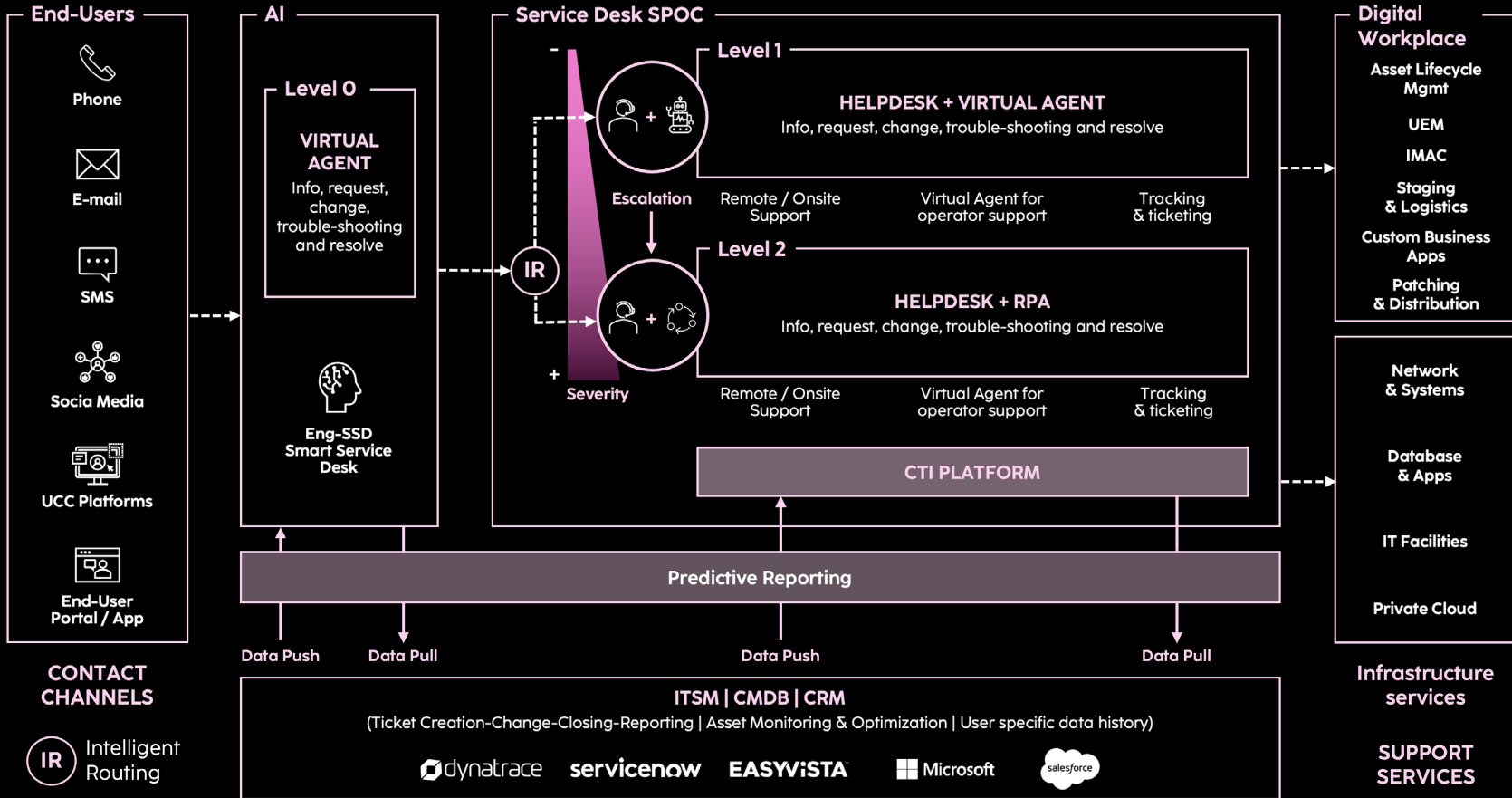
algorithms, ensuring each request for assistance (ticket) reaches the most suitable department or resource promptly. It also analyzes historical tickets data to identify patterns and similarities, enabling automatic resolution of recurring issues and improving overall request management efficiency. Moreover, AI automates issue resolution through Intelligent Process Automation (IPA) and ensures ticket management integration and synchronization across ITSM, ERP, CRM systems, improving operational workflows and elevating service quality.

Such AI-powered capabilities embedded in integrated Service Desk systems and processes create the solution **"AI-powered Virtual Service Desk"**, which **boosts not only operational efficiency** but also **maximizes productivity** and **enhances user experience**, prioritizing quality and timeliness in the solutions provided.

The service desk is the primary interface for users seeking support across various workplace activities and assets, including end-to-end device management, unified collaboration and communication products, end-user software control and distribution, and on-field IT services.



Our AI-powered Virtual Service Desk proposition



Our AI-powered Service Desk Model

Our AI-powered Virtual Service Desk service enables end-user support via **multiple contact channels** more than **10 different languages**, granting **24/7 availability** and proactive and self-support thanks to **AI-powered components**.

In a traditional service desk, a team of human operators supervises requests, manually opens and routes tickets coming from different channels to the proper support level based on manual ticket categorization and incident severity.

In our solution, the Virtual Agent acts as a Level 0 support layer, handling all support requests across various contact channels (Web, Whatsapp, Email, etc.). It can either resolve the request using the knowledge base and analyzed documents or automatically open, classify, and dispatch the ticket to the help desk team, leveraging Intelligent Routing (IR) to direct it to the most appropriate support level and human operator.

The Virtual Agent can further assist the operator in resolving issues (Level 1 support) or, for more complex incidents, use robotic process automation (RPA) software solutions to initiate resolution tasks on behalf of the operator (Level 2 support).

Moreover, the Virtual Agent also enables proactive incident resolution by recognizing similar tickets and applying the best possible response to resolve the issue in real-time.

Our AI Components for Service Desk

There are 2 key AI-powered components integrated in our Service Desk solution: Eng-SSD modular platform and a Virtual Agent based on GenAI.

Eng-SSD is a modular platform that leverages AI technology to optimize management of trouble ticketing systems used to trace end user support requests. The platform integrates various AI-enabled engines that automate ticket creation, classification, routing, resolution recommendation based on ML and knowledge sharing algorithms.

The platform also features a Virtual Agent powered by GenAI that leverages either on hyperscalers' LLM or on ENG-GPT proprietary solution, extensively trained on specific service documentation and seamlessly integrated to CRM and KB systems to provide effective incident resolution by interacting with users in a personalized manner akin to that of a human operator. GenAI-powered Virtual Agent allows automatically opening tickets on ITSM platforms by receiving and analyzing requests or document attachments

coming from different contact channels (e.g. chat on web or app portals, email, phone, SMS, and UCC platforms such as Microsoft Teams).

It plays a dual role in the service desk support model: the **user-side Virtual Agent** engages with users on available channels and can open a ticket, while the **agent-side Virtual Agent** ("whistle agent") supports human operators in back-office tasks by providing information related to the ticket, its classification, and relevant documentation from the knowledge base in real-time.

The advantages of employing a Virtual Agent include round-the-clock service, the ability to scale, cost savings, uniformity, precision, support in multiple languages, and the potential for ongoing enhancements. It allows companies to allocate resources more efficiently, perhaps towards complex problem-solving activities.

A customizable solution to enhance support efficiency

The AI-Powered Virtual Service Desk delivers a flexible approach that easily integrates with various systems and platforms, enhancing support processes and user experience. It aims to offer top-notch support across diverse communication methods while also managing

and improving incident resolution according to set service level agreements (SLAs).

CTI or Contact Center as a service (CCaaS) platform is the core component of our solution, integrating multiple contact channels such as phone, live-chat on web or app user portals, SMS, Whatsapp, Social Media, Unified Communication & Collaboration (UCC) platforms (e.g. Microsoft Teams) to collect and centralize all support requests raised by end-users. The platform also manages requests, call queues, and dispatches them to the most appropriate support level and service desk operator, who can take charge of the request and seamlessly open a ticket on the integrated **ITSM system**.

Virtual Agent and Eng-SSD further streamline this process and enhance user experience by automating ticket opening and adding **Intelligent Routing** and **Document Processing** to efficiently route and resolve all support requests. Support requests tracking and personalized **KPI reporting** based on ITSM and CRM information is another key feature of the platform, which can be powered by AI to enable predictive and automated reporting on request queues, SLA management and Customer Satisfaction (CSAT) scores to operators. In addition, **CRM** and **Knowledge Base** systems play a crucial role in optimizing troubleshooting by providing access to user information and internal documentation and processes.

To address users' self-service resolution need and optimize User Experience (UX) while enhancing service desk efficiency, self-digital support tools such as our **Eng4You** app and web portal can be integrated to the solution to prompt self-service options for issue resolution, provide a centralized platform for monitoring assigned assets and opening tickets, enhancing full user autonomy and efficiency in managing support. Whether it is handling routine inquiries or complex issues, the AI-Powered Virtual Service Desk empowers organizations to deliver exceptional support experiences while maximizing operational efficiency and support effectiveness.

AI-powered Virtual Service Desk at work: a phone support scenario

In the next chart is reported a support flow example managed by our AI-powered Virtual Service Desk solution. The selected scenario foresees a user phone call as contact channel for support to showcase the most advanced capabilities of Virtual Agent operating as a VoiceBot to provide direct voice support to end users. The support request is managed in the following way:

- **the user phone request is interpreted by the Virtual**

Agent by means of a VoiceBot (replacing IVR), operating thanks to **Speech-to-Text** (STT) and **Text-to-Speech** (TTS) systems, enabling the conversion of voice to text, analyzing prompts, finding potential solutions in the Knowledge Base, while automatically opening tickets on the ITSM, and providing a direct and personalized voice response to the user with the TTS system;

- the VoiceBot requests **feedback on user satisfaction**, which can be either:
 - **positive (issue resolved)**: Virtual Agent automatically closes the ticket, updates systems and notify user of resolution;
 - **negative (issue unresolved)**: Virtual Agent triggers the Eng-SSD platform to intelligently route the ticket to the appropriate helpdesk support level and operator. Three resolution scenarios may occur: the operator handling the request alone, the operator assisted by the Virtual Agent (Level 1), or the operator assisted by the Virtual Agent with RPA (Level 2);
- finally, operators can **close the ticket independently or through the Virtual Agent** and notify the user, possibly including a satisfaction survey.

[illegible]



Digital Workplace: extensive, unified and secure IT asset lifecycle management

In recent years, hybrid work has emerged as a dominant way of working for enterprises, significantly enhancing employee satisfaction and productivity.

Many organizations now view it as a permanent component of their operations, recognizing its ability to seamlessly blend remote and in-office work. Managing a broader set of workforce devices and assets along with a blurred workplace perimeter fostered by BYOD and remote working policies is entailing organizations to seek **centralized, unified and scalable workplace management tools**. Emphasis is placed on developing intuitive and universally accessible tools that effectively meet the diverse needs of today's workforce.

While the significance of digital tools is recognized, ongoing efforts are required to optimize their usability and effectiveness in supporting organizational goals.

Unified Endpoint Management (UEM) is positioned to streamline device management by balancing seamless user experiences with stringent data security regulations.



Despite facing challenges, UEM tools enable centralized management of all lifecycle activities related to endpoints and software assets, including software massive release, updates, patching, dismissal.

Such solutions include traditional Mobile Device Management (MDM) features like device performance analysis, massive Operating Systems (OS) distribution, policy enforcement enriched with patch management and security capabilities such as **Identity & Access Management (IAM)** and **Endpoint Detection & Response (EDR) / Endpoint Protection Platforms (EPP)** solutions to ensure robust protection of endpoints in environments where BYOD and hybrid work models are prevalent. This integration is essential for providing comprehensive security, balancing seamless user experiences with stringent data protection measures.

Similarly, **Virtual Desktop or Desktop as a Service (VDI/DaaS)** centralizes workspaces to enhance agility and safeguard sensitive data, making it a strategic fit for organizations embracing BYOD and hybrid work models,

despite end users' lack of awareness and training regarding its benefits and the associated high implementation costs.

Device as a Service (DaaS) simplifies device management through subscription-based models, addressing complex system integrations and compliance issues related to data security in cloud platforms. Its flexible approach supports broader IT strategies.

Unified Communication and Collaboration (UC&C) dominates the digital workplace with over 60% market share, thriving in hybrid work environments through AI-driven productivity tools and VR/AR integration, enhancing user experiences. With the assistance of Generative AI, which continues to revolutionize tasks such as enterprise search and data analysis to drive efficiencies and insights, and VR/AR technologies that enhance collaborative experiences through immersive interactions and virtual meetings. While the need for interoperability and heightened cybersecurity and data privacy concerns remains critical, UC&C facilitates efficient collaboration across organizations, offering the flexibility to integrate best-of-breed tools.

Cloud platforms continue to play a pivotal role in supporting modern workplace evolution.

Such platforms offer scalable solutions and a flexible pay-per-use model that meets the increasing demands for data storage, connectivity, and operational agility. Effective centralized asset management has consequently become essential, allowing businesses to efficiently oversee and secure a diverse array of digital assets, including business applications and devices.

Our Digital Workplace services are tightly integrated with our virtual service desk to optimize support resolution, minimize incidents, and handle change requests efficiently. These services provide 360° workforce support, enhancing business productivity, efficiency, and ensuring extensive, proactive control, predictive maintenance and security across all workforce assets. These services enable **centralized remote management** of several workforce devices and applications, extended security across all endpoints, field services for dedicated support (break & fix) and end to end asset lifecycle management and optimization.



They also include modern collaboration tools to support productivity and change management for new technology adoption. Additionally, field services offer dedicated support (break & fix) and manage end-to-end asset lifecycle management and optimization. We leverage strong capabilities and expertise in managing and integrating various workplace technologies (including **UEM, VDI, EDR, UCC, DaaS**). These are delivered through centralized cross-technology specialized teams and best-in-class unified device management platforms (such as Microsoft Intune, Ivanti Neurons). Furthermore, our extensive, timely, and qualified on-field service operational network includes **over 350 experts** covering all of Italy, providing prompt support for IMAC and Break & Fix onsite services.

We also harness our **cloud infrastructure management expertise** to deliver flexible, integrated endpoint and infrastructure monitoring and optimization, alongside endpoint security, identity management, and unified collaboration platform solutions. These support the implementation of smart working, remote working, and **BYOD (Bring Your Own Device)** policies.

Our Digital Workplace Proposition

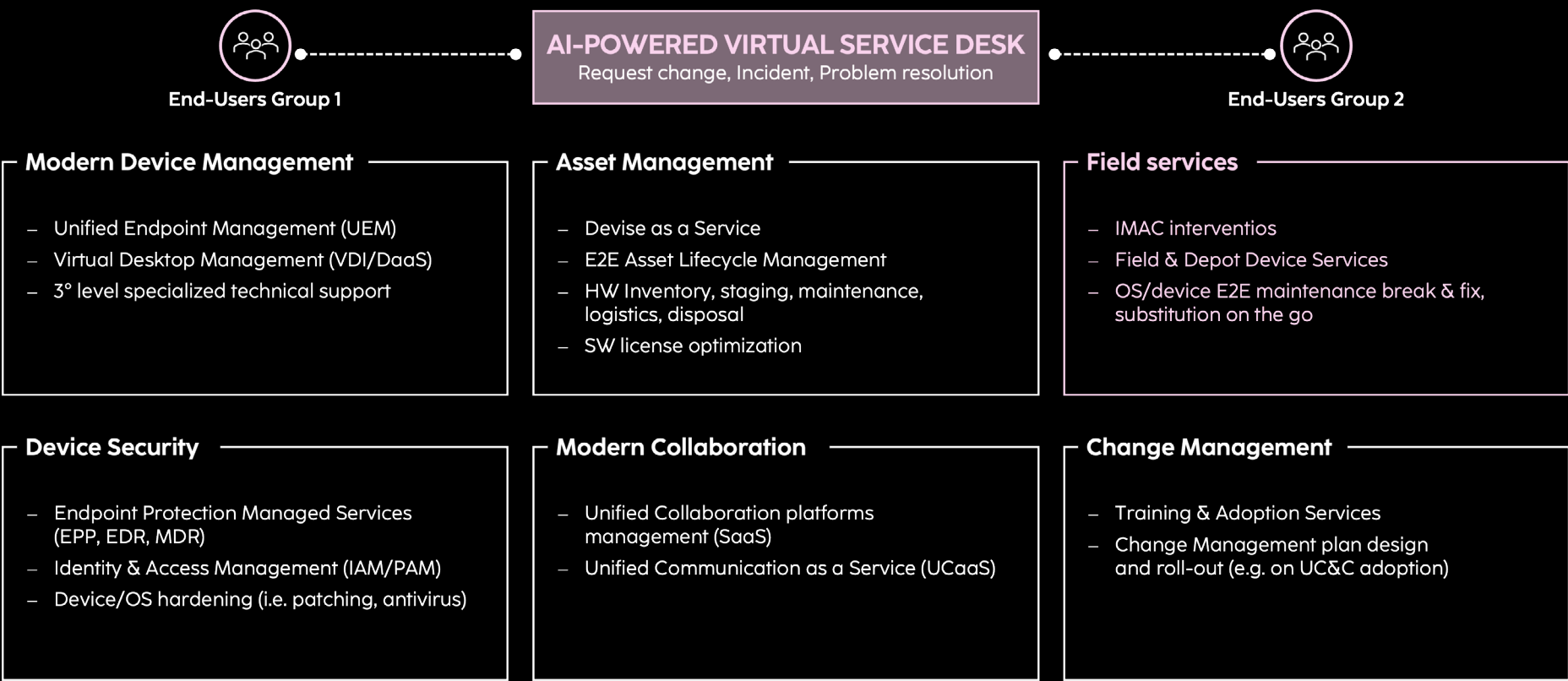
Digital Workplace services are triggered and provisioned as part of service desk resolution activities to minimize and solve incident/change request rates.

They optimize workforce productivity and provide extensive and proactive control over workplace's hardware and software assets.

- **Modern Device Management and Device Security Services**, based on best-of-breed **Unified Endpoint Management** software solutions (Microsoft Intune, Ivanti Neurons, VMware Workspace ONE, etc.) enable centralized and easy to scale management of software across multiple endpoints, allowing for agentless control and real-time distribution of applications on different Operating Systems (e.g. Windows, MacOS, Linux). Desktop as a Service (DaaS) or Virtual Desktop Infrastructure (VDI) services enable access to work environments hosted on VMs from any device, anywhere, ensuring secure access to data.
- **Asset Management** services enable flexible hardware adoption models like DaaS and E2E lifecycle management, offering devices (laptops, smartphones, tablets) in leasing mode with insurance coverage and maintenance services.
- **Field services** enable local on-field interventions (IMAC and break & fix support).
- **Modern Collaboration** allows users to communicate and work with a better, seamless experience, boosting productivity.
- **Change Management** services are key to ensure new technologies adoption rate grow rapidly across employees, impacting on efficiency and productivity.



Digital Workplace



Centralized Services Onsite Services

Digital Workplace: extensive, unified and secure IT asset lifecycle management



05 Our Approach

We approach Digital Workplace services with a focus on **seamless transformation** and enhanced **user experience**. Beginning with a thorough analysis of the current workplace environment and end-user behaviors, we identify modernization opportunities, bottlenecks in app experience or cybersecurity vulnerabilities. This foundational understanding guides the development of tailored management frameworks and tools designed to meet specific business requirements and align with industry specifics. Our methodology includes a comprehensive assessment and inventory of all managed infrastructure, applications, and systems. This inventory serves as a baseline to compare against future-state goals, ensuring our transition plans are meticulously detailed. We prioritize refining processes, enhancing organizational structures, and strengthening service level agreements to adapt to evolving digital trends and security standards.

Throughout the optimization and implementation phases, **our goal is to deliver optimized services with minimal disruption**. We focus on developing precise deployment strategies that integrate seamlessly with existing workflows

and enhance operational efficiency.

Our approach merges technical excellence with effective change management, ensuring a seamless adoption of new tools and maximizing user satisfaction.

Transition Plan and change management governance are critical components of our implementation methodology, guiding tailored training sessions and the refinement of KPIs and support structures to align with organizational objectives and industry best practices. This disciplined approach enables organizations to **develop resilience and capability** in managing larger-scale and more challenging changes to achieve sustained success in workplace transformation effectively.



Smart Workplace Portfolio / At a Glance

Elevate workplace efficiency, delivering unparalleled support, and maximizing productivity.

Technical support, operations, and governance services dedicated to end-users

7 Hubs
1 central hub
+ 6 satellite offices
(4 in Italy, 2 offshore)

Multi Language/Channel
14 languages enabled
support via Phone, web, mail, mobile, chat

250k
Managed workstations

400k
Physical Assets managed
(PC, printers, tablets, smartphones, etc.)

100+
Centrally Managed user services (patching, antivirus, UDM)

1,2 Mln
Service Desk users

2,5 Mln
IT Tickets Managed/Year

24/7
Support availability with Virtual Agent

200+
Enterprise customers

600+
Specialized professionals

6
Key strategic partnerships



ADVISORY

IMPLEMENTATION

MANAGED SERVICES

RESELLING

DIGITAL
WORKPLACE
VIRTUAL SERVICE
DESK IPA

Our Approach

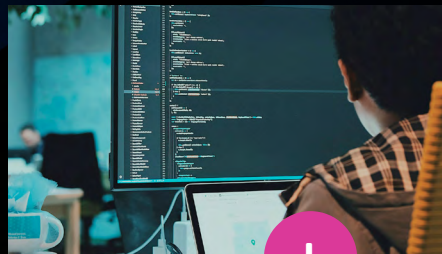


06 Our Projects

CASE STUDY / INDUSTRY

Digital Workplace for a leading company in the confectionery industry.

The project aimed to enhance workplace management by addressing challenges related to non-standardized processes that impede communication and collaboration. We improved customer support by implementing dedicated on-site management services and launching a multi-channel, multilingual help desk. This comprehensive approach ensures prompt and efficient support, fostering clear communication and enhancing productivity throughout the organization. At the client's headquarters, our on-site team provides immediate and personalized support for workstation management, handling hardware and software setup, regular maintenance, fault resolution, and user assistance).



CASE STUDY / INDUSTRY

Unified Service Desk for a multinational automotive holding.

As the merger of two important entities aimed to unify application systems and service assistance, we supported a multinational automotive leader in achieving this goal. This included establishing a single point of unified contact (SPOC) for dealers and supporting the transition to advanced service solutions.

Our support involved tailored training and governance structures to facilitate efficient service transitions across diverse country-specific requirements. By implementing a comprehensive governance framework, we ensured a smooth and efficient transition of services, enabling seamless integration of systems and processes.





CASE STUDY / TRANSPORTATION

Virtual Service Desk for a leading Public Transport Infrastructure.

We implemented an advanced service desk solution on the ServiceNow platform to enhance technical support and drive digital innovation. Our project focused on improving operational efficiency by introducing a new ITSM platform and fostering collaboration among all technical divisions within the company.

Utilizing ServiceNow, we established a sophisticated service desk infrastructure. The solution included first-level support via phone, email, and web, and second-level support managed complex issues remotely or on-site, including IMAC interventions and specialized assistance. A dedicated hardware maintenance team ensured regular updates, boosting productivity.

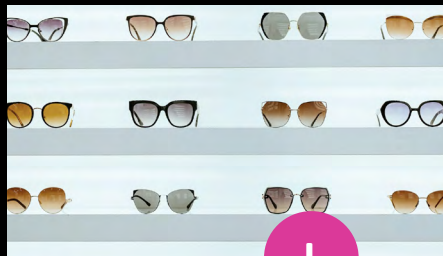


CASE STUDY / RETAIL & FASHION

Enhancing the Workplace Experience in the eyewear industry.

In order to support seamless collaboration and communication among our client's workforce, we implemented a tailored Digital Workplace solution, migrating and adopting Microsoft 365. This solution provided unified communications and collaboration services for a total of 17,000 users. We established a support service model featuring both on-site presence and centralized monitoring.

As part of this model, we introduced a Virtual Service Desk based on Vocalcom, offering multichannel support via chat, chatbot, click-to-call, ticketing tool, email, and phone.

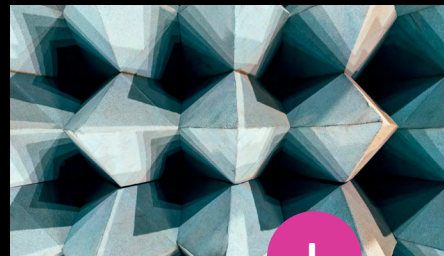


CASE STUDY / DEFENSE

Digital Workspace for a global organization within the Space & Defense industry.

We assisted the client by implementing a robust configuration framework aimed at optimizing ticket resolution processes within their Microsoft 365 environment, supporting over 6,000 users.

We provided a Single Point of Contact (SPOC) through a specialized Service Desk. Additionally, we employed a structured governance approach to effectively manage requests, promote multiple projects, and cultivate a strong, loyal client relationship through dedicated on-site presence. A perfect synergy between governance and delivery is supported by well-documented processes, efficient procedures, and constant alignment with the client, ensuring continuous improvement and satisfaction.





07

The future of Smart Workplace

The future of Smart Workplace



Centralized ITAM: Unified management of software and hardware assets

The fully integrated IT Asset Management (ITAM) systems will expand Unified Endpoint Management (UEM) capabilities to encompass hardware assets, enabling a centralized approach to managing both software and hardware. This seamless integration will streamline asset tracking, strengthen security protocols, and vastly improve operational efficiency by providing organizations with a unified and transparent view of all their assets. Additionally, the integration of licensing optimization tools and platforms capable of predicting and optimizing licensing costs, along with FinOps, will ensure comprehensive management of all worker asset costs. This unified cost view will optimize expenditure across licenses and financial operations, maximizing cost-effectiveness and efficiency throughout the organization.

AI-Powered streamlined workplace assistance: Smarter Service Desk Operations

In the next generation of smart workplaces models, AI-powered systems are set to transform service desk operations. By harnessing advanced AI and ML algorithms,

these systems will analyze patterns to predict and address potential issues before they disrupt operations. These technologies advancements are reshaping workplaces to be more efficient and responsive than ever before.

Self-Automated Support Platforms

Looking ahead, self-automated support platforms are set to become foundational in workplace management. These platforms leverage advanced AI and ML technologies to transform how issues are addressed and solutions are delivered. By enabling employees to independently troubleshoot and resolve issues, these platforms minimize the need for traditional IT support, thereby enhancing operational efficiency and reducing productivity disruptions.

Increasing use of Intelligent Process Automation to drive significant productivity growth

AI & automation will play a pivotal role in driving productivity growth across companies. By automating routine tasks and optimizing workflows, these technologies will enable employees to focus on higher-value activities, leading to significant efficiency gains.

Rapid technology adoption through Change Management and Up/Re-Skilling programs

As technology continues to evolve at a rapid pace, workplace management will prioritize robust change management strategies and comprehensive up/re-skilling programs. These initiatives will ensure that employees are well-prepared to adapt to new technologies quickly and efficiently. Continuous learning opportunities and structured training programs will be essential to maintaining a competitive edge and fostering a culture of innovation and adaptability within the organization.





key take

1

Predictive and proactive resolution capabilities driven by AI are indispensable for service desk operations, utilizing advanced algorithms to foresee and prevent issues before they affect users. AI algorithms help anticipate potential incidents, prepare appropriate remediation strategies, and swiftly mitigate issues to reduce their impact. Gen AI automates incident detection and provides proactive resolution plans. It continuously predicts evolving scenarios and alerts about anomalies before they escalate into significant problems.

2

Our AI-Powered Virtual Service Desk transforms ticket management and resolution by automating the supervision and categorization of tickets based on incident severity across all channels. Benefits include 24/7 availability, scalability, cost-effectiveness, consistency, accuracy, multilingual support, and continuous improvement. This enables operators to focus on complex technical resolutions, while the AI learns and improves from each interaction to better anticipate and address future issues.

3

Self-service services mark a transformative advancement, enabling users to handle their needs independently and reducing reliance on routine human assistance. This evolution mirrors users' increasing comfort and proficiency with these tools. By fostering user autonomy through a seamless, multi-channel experience - including essential virtual agents - organizations can streamline operations, shorten response times, and refocus human resources on more complex tasks, emphasizing human-centricity.



Takeaways

4

To elevate user experience, the new concept of service desk utilizes AI alongside intelligent routing systems to ensure swift response times and enhanced efficiency. This strategy reduces internal transfers and optimizes task assignments through sophisticated queue and routing management.

Tailored User Experience (UX) and dedicated dashboards empower operators and team leaders to maximize performance and responsiveness.

5

Organizations benefit from centralized, cloud-based digital workplace solutions that streamline device management, ensure efficient software updates, and simplify processes. This supports agility and scalability, enabling swift adaptation to technological advancements while securely managing digital assets globally. Integrated with virtual service desk, our Digital Workplace services ensure unified and secure IT asset management, enhancing productivity and enabling proactive control over workforce assets.

6

Conducting an initial assessment of the work environment is essential for gaining a full understanding of how assets are utilized and for establishing a tailored support model. This involves designing communication channels, managing supported languages, and determining the required support level.

The detailed inventory obtained serves as a foundational benchmark for aligning with future goals, ensuring thorough planning during transitions.



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