

How IAC delivered **30%**
IT cost savings to a
Fortune 2000 client



► *Our mission at IAC is to partner with our clients to deliver scalable business outcomes with high ROI, and optimum time to value.*



The IAC Team

- ▶ We are recognized as global experts and pioneers in the field of intelligent automation. One of the team even wrote 'the' reference guide for the intelligent automation industry.
- ▶ We operate a "Safe pair of hands" global delivery model with a center in Southeast Asia (Philippines), Central Asia (India), and Eastern Europe (Slovakia)

The Client

The client is a leading Fortune 2000 workspace provider. They deliver co-working solutions to more than 2 million people, from more than 3 thousand locations across 6 continents, and have been in the workplace business since 1989. The client's unrivaled footprint, and unique customer proposition, continue to drive their growth and enable the creation of an entire ecosystem that supports businesses on a local and global level

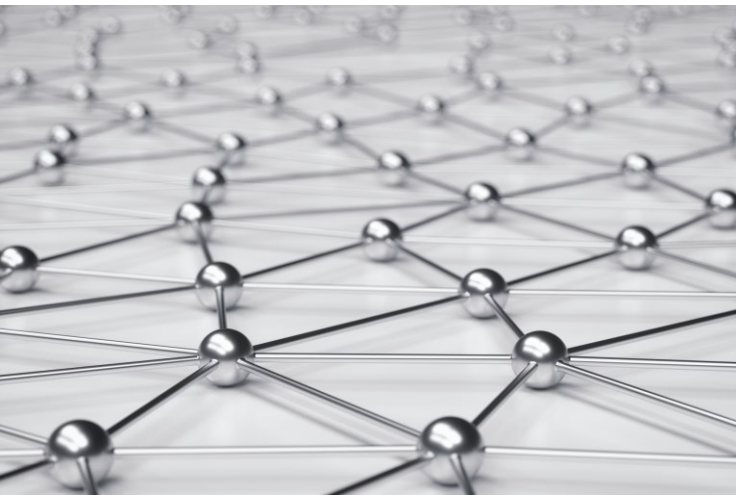


The Opportunity

The client operates a distributed IT system and leverages a 3rd party IT vendor. The IT vendor manages the support of all network devices, data centers, technological infrastructure, and workplace IT solutions. The client compensates the 3rd party vendor for the number of support tickets created, devices supported, transaction count, and T&M for special projects.

The business effort required in operating a distributed IT model, with a massive footprint of customers using workplace services, and the client's 10,000+ global employees demands a hefty operating cost paid to the 3rd party IT vendor.





The Risks

The client is risk-averse to any technological integration or changes due to the sensitivity of the distributed IT model, the scale at which it operates and the cost it would take to deliver an optimization program. Suffice to say that the client is not comfortable getting into agreements with another company that might lock them into a costly contract. IAC laid out a win-win framework that established a clear pathway for success with **zero risk to the client**.

IAC zero-risk and outcome-based approach

One of the primary challenges for the client is down to the fact that their data is highly unstructured and multilingual. That complexity presents a major roadblock when accurately identifying any potential business impact.

To build a compelling business case, we executed a world-class discovery methodology utilizing a variety of emerging technologies.

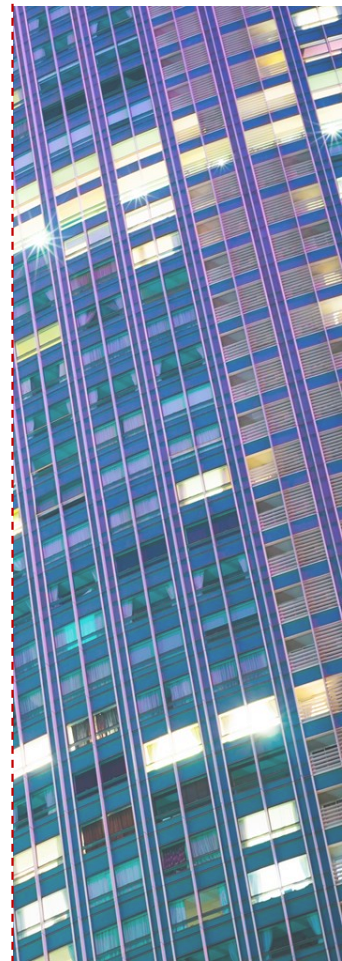
First, our data science team ran a detailed program to clean and transform the client's data to make it more manageable and liquid.

We then utilized in-house machine learning clustering and text mining techniques to successfully structure the data.

The data transformation led us to accurately identify large automation opportunities and highlighted key automation use cases that could be leveraged and implemented

We confidently built a **30% reduction cost reduction** business case proposal and got into a gain share agreement with the client that stipulated **no financial commitment** on their end until outcomes aligned to the business case materialized.

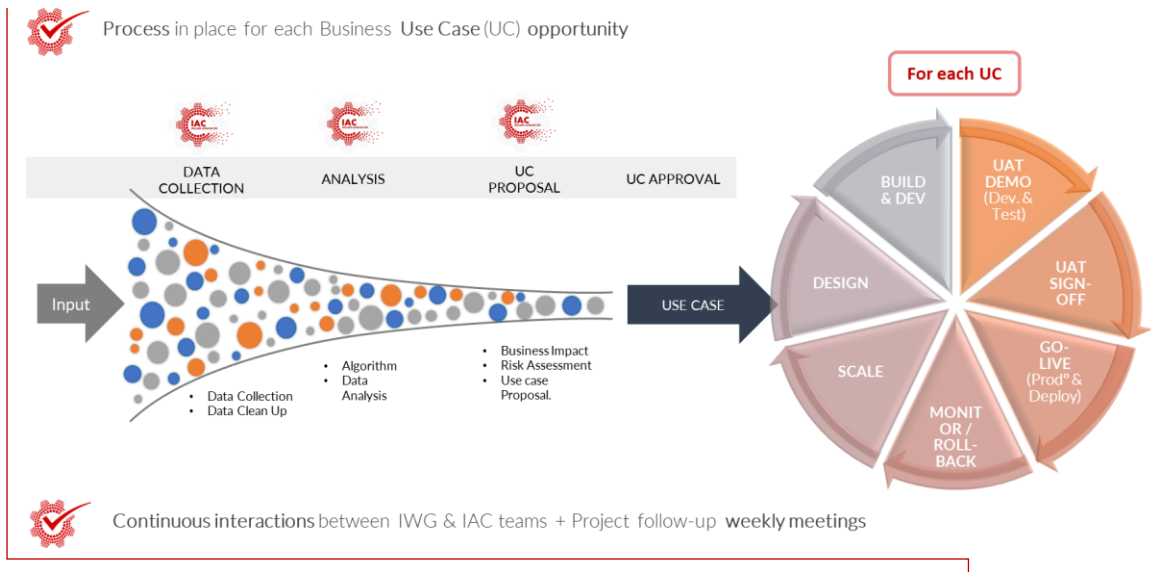
We are contractually incentivized to drive automation and results.



The IAC Solution

Equipped with an improved dataset, we analyze the client's major IT challenges that drove the 3rd party IT service provider cost and articulated our action steps around implementing solutions to reducing billable tickets by 30% or more.

We built a best-in-class delivery model that enables data to be continuously supplied into a production pipeline of Use Cases (UC). UCs are designed, built, tested, and deployed in accordance with client specifications and approval.



UCs can be classified into 4 key solutions:

I. Smart Ticket Filtering

Examples:

- **Intelligent filtration of noise** through prevention of ticket creation for issues that are active.
- **Deduplication** of redundant tickets
- **Intelligent filtration robot** that validates if a ticket is valid and should be processed by support teams/further automation.
- **Filtration for non-added value tickets**: Removal of non-added value tickets

II. Smart Ticket Correlation

Examples:

- **Intelligent correlation of tickets** to eliminate manual effort spent by IT administrators troubleshooting related incidents
- **Intelligent correlation of tickets** deep diving into historical activities. One ticket one root cause.

III. Intelligent Self-healing

Automated actions are performed with no manual intervention needed.
Below are example use cases:

- **Virtual Agent self-service solution:** Using a toolbox combined with a virtual agent to fix common PC problems with a self-service solution.
- **Automated Proactive problem management:** Implemented a smart robot to identify recurrent issues that create incidents and prevent the creation of future tickets.

IV. Process Improvement

Implementation of various action steps focused on streamlining and improving existing processes

Value Delivered

We confidently managed to:



Develop, test, and implement multiple critical intelligent automation use cases in a very timely manner



Leverage the client's existing investments (tools, people, partners)



Integrate smoothly with the client's ways of working



Build a strategic roadmap toward an automation first operating model



Deliver over 30% cost improvement whilst also improving quality



The IAC Guarantee

The success of this case can be summarized in 3 key parts:

Right Expertise

IAC is built and ran by experts who have been in the intelligent automation industry for decades and with a proven **track record of delivering desired business outcomes** to companies of all sizes.

Smart integration

IAC services **seamlessly integrate** into the client's existing process. While we are all mavericks and disruptors, we understand the need to **leverage existing investments** and create a frictionless integration of our services into any company's existing business processes.

Non-competition

We recognize opportunities and move to seize them. We don't compete with any internal business unit or external 3rd party IT service provider. Our services can be used to solve business challenges and complement any existing parties involved in a business.

▶ *IAC is a 'pure play' intelligent automation provider. We guarantee business outcomes with little to no risk involved and we deliver value in all shapes, sizes, and forms.*



For more information visit iac.ai

