SUMMITAI

A global leader in business process management counts

On SummitAI for optimization of its resources
Implementing SummitAI resulted in:

Streamlined IT services	Automation	Improved CSAT score

The global leader in business process management combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centres, and HRO solutions to deliver transformational impact to clients. With over 45,000 employees across the globe helping create value through innovation, the company takes pride in providing seamless experience to customers across channels with a history of being globally local.

The company was grappling with the following challenges:



Distributed or silos of excellence tools

Multiple tools in multiple geographic regions were posing challenges in terms of aggregating the data together and deriving valuable insights. The client was seeking an integrated tool, which could be used for complete IT services management.



Complex employee onboarding process

On and offboarding of employees and smooth change management was a challenge due to the lack of single tool or process.



Low internal CSAT score

Poor IT services led to low CSAT scores.

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SummitAI helped resolve the issues by leveraging:

IT service management	IT operations management	Asset management



Streamlined IT service

IT service management from SummitAI helped bring data from different geographies and systems on to a single dashboard, accessible by the CIO and CTO amongst other key stakeholders. It also made possible the availability of services to the same customers in different geographies. This flexibility offered by SummitAI, along with a promising roadmap, streamlined IT services and propelled productivity.



Automation

Employee onboarding was made quick and flawless with the help of SummitAI asset management. Faster availability of asset, inventory, infrastructure and service automation along with on and offboarding of employees helped optimize asset utilization, save costs, and enforce compliance with AI-driven asset management.



Improved CSAT score

The overall employee CSAT score improved multiple times. Today, the company's IT organization has one of the top three CSAT scores within the company at 5.75. The IT team is looking forward to improving that further in the near future.

A word from the SummitAI team

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action. From service management and asset management to IT operations, security, and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention. SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations.

You can read more here https://www.summitai.com/

Request a demo: Get started with SummitAI

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