A global consulting firm selects SymphonyAI Summit for high-speed, agile service delivery

SymphonyAI Summit assisted the IT consulting firm by:

→ **Meeting ever-rising customers' expectations**

→ **Improving visibility of the IT landscape**

→ **Lowering operational costs**

A global consulting firm needed a solution to streamline processes across different functions, optimize IT asset usage and investments, and gain control over the IT landscape. By leveraging SymphonyAI Summit's complete suite of solutions, service, asset, and operations management, the client rolled out the same to its **23,000** employees across 14 different functions.

Challenges:

- The company required a unified solution that could be used across multiple departments, including marketing and human resources, and would help enable digital transformation efforts.
- The company needed to automate a lot of internal tasks and move from physical copies to digital.
- Roughly 60% of the workforce works remotely. So, the company needed better control over Asset Management and an essential solution that could work with mobile employees.

Solutions:

- The company selected SymphonyAI Summit's service, asset and operations management solutions for end-to-end management of their IT environment.
- SymphonyAI Summit offered an integrated platform with single window support for all functions, including IT, human resources, finance and legal, among others.

Here's what SymphonyAI Summit leveraged to turn things around:

→ **IT service management**

→ **IT operations management**

→ **Asset management**

SymphonyAI Summit supports all impacts with necessary outcomes:

Impacts:

- **Accountability escalation**
  The company has increased accountability throughout the enterprise to meet the ever-rising expectations of the customers, and has been able to serve employees better.

- **Tracking IT assets**
  55,000+ IT assets are tracked through SymphonyAI Summit ITAM module. The client has visibility of the assets, knowledge about where they are, who uses them, and how much they cost. SymphonyAI Summit ITAM module tracks the financial, contractual, and inventory details of hardware and devices, as well as non-IT assets, throughout their lifecycles.

- **Deploying assets**
  The solution was fully deployable in one swoop, rather than a slow rollout, one division at a time. It also helped in lowering operational cost.

Key business outcomes:

- Rise in CSAT score from 3.3 to 4.2
- 30% increase in productivity
- Reduced capital expenses
- Reduced inventory and improved capacity management
- Centralized communications

About SymphonyAI Summit

SymphonyAI Summit's AI-driven platform provides enterprise-grade capabilities made easy, for the most cost-effective solution. The advanced, modular solution unifies service management, asset management, and service automation into a single, easy-to-use platform. Enterprises and service providers use Summit to dramatically reduce the cost and complexity of their IT management while improving efficiency, productivity, predictability, and control. Leading enterprises across financial services, healthcare, manufacturing, education, and many more verticals are delivering exceptional user experiences while lowering IT costs using SymphonyAI Summit. SymphonyAI Summit is a SymphonyAI business.

Request a demo or contact us for more information:
summit.sales@symphonysummit.com