

A global consulting firm selects Symphony SummitAI for high-speed, agile service delivery



SUMMITAI 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 SummitAI'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 SummitAI's Service, Asset and Operations Management solutions for end-to-end management of their IT environment.
- Symphony SummitAI offered an integrated platform with single window support for all functions, including IT, Human Resources, Finance and Legal, among others.

HERE'S WHAT SUMMITAI LEVERAGED TO TURN THINGS AROUND:

- SUMMITAI IT Service Management
- SUMMITAI IT Operation Management
- SUMMITAI Asset Management

SummitAI 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 SummitAI ITAM module. The client has visibility of the assets, knowledge about where they are, who uses them, and how much they cost. SummitAI 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

With the best of services, we achieve the best of results.

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