



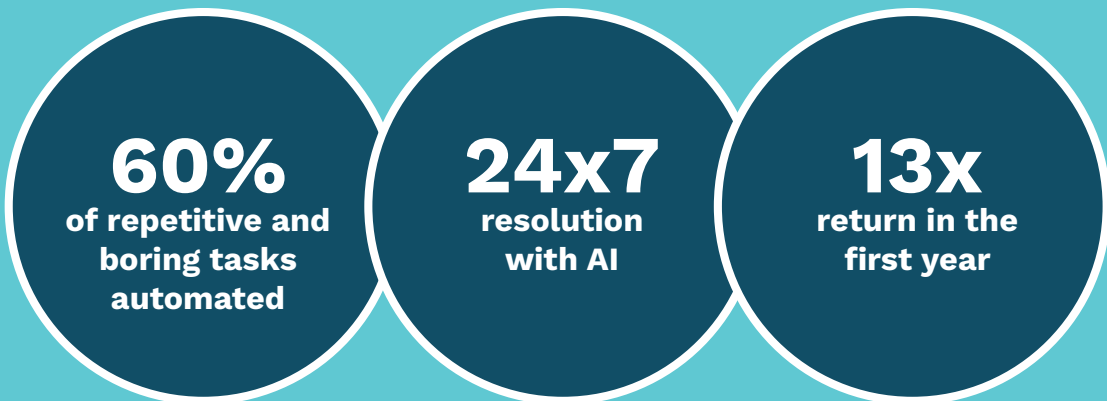
Servicecely

AI-POWERED SERVICE MANAGEMENT

AI-Powered Service Management

Organisations understand the need to get up to speed with digital transformation, but many can't face business disruption or contemplate the cost. The single biggest opportunity for businesses to catch up fast is applying AI and automation to business processes and operations.

Servicecely have developed the world's first service management platform with AI at its core; it observes how your best service agents resolve issues and requests and then uses that information to generate intelligent machine models for training. These models then augment service agents with intelligent automation to significantly reduce call-handling times.

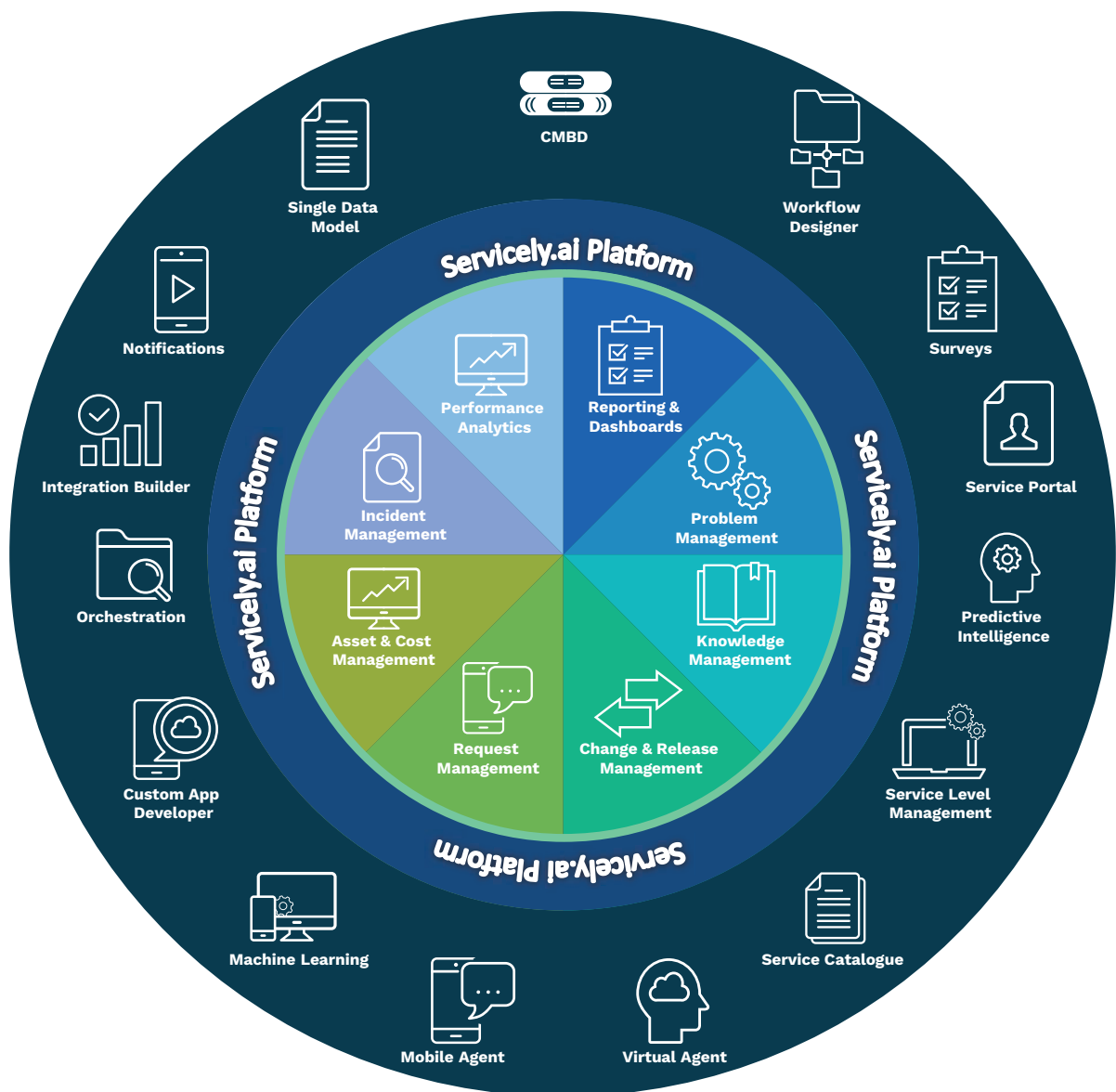


Everything you need for better business



The Servicely platform, simplifies the complexity of using AI for business outcomes with all the flexibility and power that businesses need without the frustrations of legacy systems.

Servicely empowers organisations with the agility to keep up with rapidly changing business needs, deliver data-driven decisions and seize new opportunities faster without disruption. Simply stated, it's process improvement at the speed of business.



IT Service Management

Industry best-practice ITIL processes ready to go in a single integrated platform

Pre-configured industry best-practice ITIL processes mean faster configuration and rapid deployment and adoption. Administrators and business users can automate any end-to-end process, enhancing business value and lowering operational costs. End-to-end visibility from a single portal offers enhanced customer experiences; active tracking and monitoring of equipment and employee time; an improved view of business functions; and better data analysis and planning so organisations can jump on opportunities in real time. Servicely enables organisations to adapt and grow at the speed of business.

“An average company uses anywhere from 50% to 90% of their IT budget to maintain legacy systems and applications”.

AI Powered Workflow

Intelligent low-code platform to support digital transformation and business agility

Servicely AI-powered workflow platform helps organisations rationalise outdated technology with features that include native SaaS, secure single-tenant architecture, form builders and industry-standard integration wrapped up in a powerful and flexible security model. Architected to run across multiple availability zones, Servicely delivers industry-leading availability; no risk of downtime, and full business continuity.

Enterprise Service Management

Simplicity and empowerment for customers and employees with intelligent workflows

With Servicely’s intuitive user interface, business users can easily create an automated workflow, leaving more complicated tasks to the developers. Deeply embedded AI learns on the job while employees get what they want faster with improved self-service options. Improved visibility enables operational efficiencies; users have a complete view of employees and related costs, or can drill down to identify breakdowns and fix them before anyone notices. With enterprise workflow capabilities extended throughout the organisation, employees are empowered with self-service for multiple tasks such as annual leave requests or following up with a facilities issue. Servicely reduces the employee and service agent downtime due to these transactions and improves the bottom line.

“Agent augmentation can reduce call-handling time by an average of 3.5 minutes”.

SOFI for ServiceNow

Reduce service desk overload with AI-powered self-service automation for ServiceNow

Sofi's continuous learning and improvement reduces call-handling times, taking pressure off the service desk and enabling service agents to power through high-value tasks. With AI service desks and self-service growing smarter with every request, employees and customers can resolve their issues in seconds with accurate information. Should self-service not be adequate, the call is routed to the appropriate service agent who is armed with the information they need to resolve the issue with confidence.



“AI is now well-recognised as a viable component of business systems, and self-learning AI is the way forward to improved productivity, lower costs and reduced complexity”.

Artificial intelligence is the future, and you're already using it in your day-to-day operations. Automation saves time by removing tedious tasks from employees' plate so they can focus on delivering high quality customer service. In addition to better jobs that offer increased flexibility, AI also improves company morale because of its ability to increase productivity through automation without taking away valuable resources like human beings!



www.nst.com.au

Let's Connect

Perth: Western Australia
140 Colin Street,
West Perth,
6005

Phone: +61 8 6323 1400

Sydney: New South Wales
Unit 4, 11-13 Orion Road,
Lane Cove West,
2066

Phone: +61 2 9422 4600

Melbourne: Victoria
303 Collins Street,
Melbourne,
3000

Phone: +61 3 8580 5080