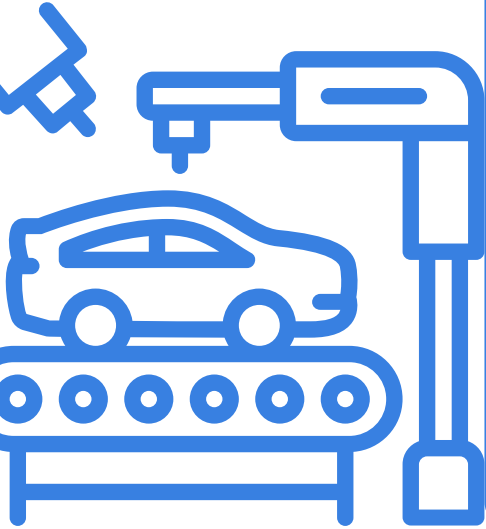# anakage.

Shifted Left from L1 to L0 multilingual user support

Anakage enabled a German multinational corporation with self-service software installation, empowering end-users to install pre-approved software without IT Admin intervention.

CLIENT'S SITUATION

With multiple facilities across different cities and language users, the company's IT team faced the challenge of providing self-service options and managing diverse content for their workforce, highlighting their inability to deliver multilingual content efficiently. They sought an easy and effective platform to share and monitor content while keeping costs low. Previously, users had low engagement with self-service articles, and maintaining relevant content across locations and languages was resource-intensive. Building an in-house system was costly and recruitment was challenging. Existing ITSM tools lacked localization capabilities.

THE SOLUTION

Anakage's mCMS and CoBots offered a single platform for creating codeless self-service apps, location-wise reporting analytics, and guided user support. This solution included a multilingual content management system, enabling the IT team to publish content in multiple languages and implement on-screen notifications in users' preferred languages. With Anakage's self-service CoBots, end-users received real-time guidance within applications to resolve issues autonomously, optimizing productivity and user experience.

RESULT

Anakage's mCMS and CoBots empowered a German multinational automotive corporation with a codeless self-service platform, location-wise analytics, and guided user support. This led to a 70% success rate in resolving end-user issues, utilizing 360+ notices/notifications and over 550+ multilingual content pages, boosting user experience and productivity.

70% SUCCESS RATE IN RESOLVING END-USER ISSUES

IMPROVED SELF-SERVICE ADOPTION

IMPROVED MULTILINGUAL CONTENT DELIVERABILITY