



## Reduced incidents and SRs at source by 30%, with Physical Asset Verification Automation

Reduced IT incidents and manual asset verification for a global IT service provider with Anakage's proactive cobot solutions.

### CLIENT'S SITUATION

The global IT service provider faced challenges with a high volume of IT incidents and service requests, averaging 2000 per month. Manual handling of these requests consumed significant time and effort for the IT support team. Additionally, the manual asset verification process was time-consuming, error-prone, and inefficient. These obstacles hindered productivity, requiring a streamlined and automated approach to overcome the challenges.

### THE SOLUTION

We took proactive measures to address the challenges, implementing automation solutions. We analyzed data, identified repetitive IT support issues, and developed custom solutions with Proactive Cobot to detect and resolve them automatically. The platform also automated the asset verification process, reducing manual effort and saving time. Users could self-declare some information while the tool collected the rest automatically. This resulted in a 50% reduction in asset verification time, improved asset management, and cost savings for the company.

### RESULT

The implementation of Anakage's solutions led to a 30% reduction in overall incidents and service requests. End-user computer downtime was reduced, allowing IT engineers to focus on higher-level issues. Asset verification time was cut by 50%, minimizing errors and improving asset management. These improvements resulted in enhanced efficiency, cost savings, and increased productivity for the organization.

**30%**

AUTO RESOLUTION IN OVERALL INCIDENTS

**50%**

REDUCTION IN ASSET VERIFICATION TIME