



How Digital Service Management Can Transform Your Business

Review of Features and Benefits

Service Management software allows you to bring different elements of your service offering, from people to processes to parts, together to meet service requests of any type to improve productivity and efficiency.



This is relevant whether you are managing an IT help desk or an HR services group. The challenge for many executives is how to get started. This whitepaper serves as a blueprint to highlight necessary elements of a digital service management solution and strategy. We will delve into details on product features, how they work and why they matter.

Why It's Important to Keep Up with Technology Trends

The service management landscape continues to evolve. With rapid advances in technologies, companies are finding ways to move beyond traditional models to meet complex, real-time demands. Exploring the advantages of AI and automation, investing in cloud services, and placing an increasing importance on the employee experience are just a few examples of how the market is evolving. By embracing new technologies, companies can stay resilient and agile as they embark on their own digital transformation.



Some companies say they have generative features, but they are not integrated and cannot deliver the same level of experience as ChangeGear Digital Service Management.

AI Can Make a Difference

AI or Artificial Intelligence has been in products for over a decade, yet adoption was initially slow. Serviceaide introduced their first-generation virtual agent in 2017. AI-based features were incorporated in their service and support platform, ChangeGear, before the market realized their potential. With GenAI, the opportunity for impact has grown exponentially. GenAI can accelerate economic value and drive business growth. It is not about replacing roles but rather fostering a new mindset that will create more meaningful work for people from IT analysts to HR support.



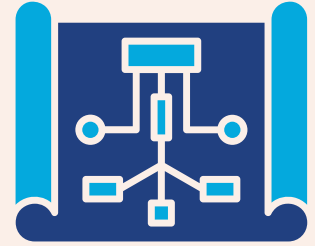
Proven AI With ChangeGear Digital Service Management

Serviceaide is revolutionizing digital service management. Unlike other competing industry solutions, ChangeGear's ecosystem includes an AI-based virtual agent and copilot. This improves end user experiences at every step of their interaction. With seamless, omnichannel support, and smart automation you can dramatically reduce response times, eliminate human errors, and improve resolution rates. This significantly enhances first contact resolution and streamlines backend operations.



A Blueprint to Redefine Your Approach to Service Management

Each company is different. To understand how to best transform your approach to service management, review the areas that can provide the most impact and details on how they work.



Elevate Self-Service with AI-First Virtual Agent

24/7 Availability: Always on and available to assist, the virtual agent can handle requests at any volume, and when other resources may be unavailable or over-taxed. The ability to adeptly understand the intent of users through a conversational dialogue provides immediate service, faster resolution times, improved user satisfaction and enhanced user and staff productivity.

Autonomous Issue Resolution: Handles and resolves requests without human intervention from initial request to resolution proving the fastest possible fulfillment and cost-effective problem solving.

“With the proliferation of devices—29 billion connected to the Internet—IT help desks face escalating challenges, causing 80% of IT leaders to work longer hours.” - *Cybersecurity Intelligence 2023*

Actionable Ticket Creation: Through goal-oriented dialogue, the AI agent processes routine user service and information requests. When a rare or unique request is encountered, the request is triaged capturing all necessary information right from the start, streamlining the resolution process, reducing the need for follow-up questions and instantly categorizing, prioritizing and assigning requests. This shift-left strategy not only dramatically improves service desk efficiency but also improves the Mean Time to Resolution (MTTR), and customer satisfaction, offering a marked enhancement over traditional email, forms, and catalog submission approaches.

“Around 60% of companies are now using AI-based ITSM tools to enhance their service desk functions.” - *Resolve, 2023*

Reduce Service Desk Load: By automating fulfillment and repetitive tasks you can provide users with the knowledge they need for self-service. This significantly reduces the cost of running and scaling a service organization by reducing the workload on human agents. This allows valuable staff to concentrate on more strategic, valuable, and intellectually stimulating tasks. This shift-left strategy not only dramatically improves service desk efficiency but also improves the Mean Time to Resolution (MTTR), and customer satisfaction, offering a marked enhancement over traditional email, forms, and catalog submission approaches.

Proactive engagement: Enhances user experience by proactively engaging with users. It can range from a follow-up for pending actions, approvals, or anticipating user needs by scheduling and reminding users on regular maintenance and updates.

“Organizations using generative AI for ticket resolution have seen a remarkable 75% reduction in resolution times, leading to increased productivity and happier employees.” - *SDI, 2024*

The benefits of leveraging Luma Copilot include:

The Smart Peer that works with staff and agents: As a knowledgeable peer within your service management team, Luma Copilot anticipates needs and streamlines operations. It analyzes incoming requests to automatically populate critical fields, suggest relevant solutions, and generates concise status information and summaries. By exposing a more intelligent interface to users, guiding them and requiring less from them to interact with the support organization, Copilot significantly lowers resolution times and user frustration.

Data-Driven Insights: Using state-of-the-art machine learning algorithms, Luma Copilot continuously learns from historical ticket data, user interactions and feedback. By analyzing and correlating this data along with information from organizational knowledge sources, Copilot can recommend solutions, identify troublesome trends, and enhance decision

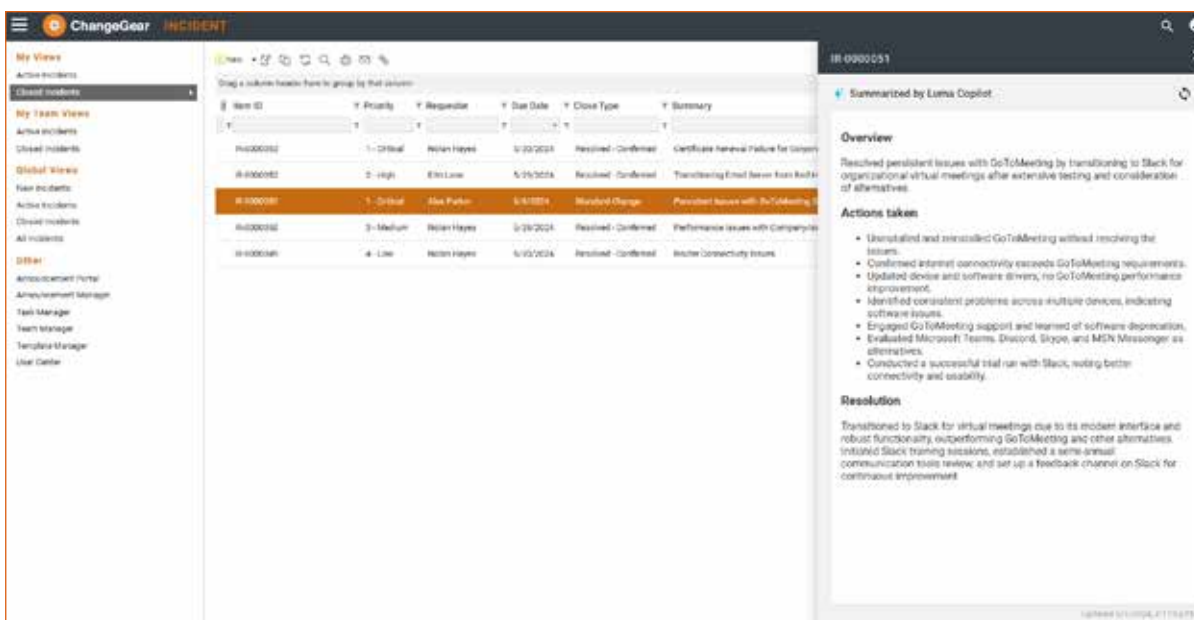
Automated Response and Resolution: Luma Copilot can automatically analyze incoming communications, such as emails or tickets, fill in relevant fields, and suggest or implement resolutions based on previously successful outcomes. This functionality not only speeds up the service process but also ensures that responses are consistent and complies with the latest organizational knowledge.

Intelligent Ticket Routing and Management: Luma Copilot intelligently handles incoming tickets, categorizes, and assesses the priority based on impact and urgency; then routes to the right team. This speeds up response times and ensures issues are handled by suitable technicians, enhancing accuracy and resolution quality.



Operational efficiency: Leveraging Generative AI to perform Advanced Clustering, Luma Copilot groups similar types of data and performs correlation across requests to identify patterns and determine common or redundantly reported issues. The system then proactively alerts staff, thereby mitigating risks. This also minimizes duplicate work by combining redundantly reported issues, reducing the impact on users, and improving staff efficiency.

Streamline Information Access: Luma Copilot enhances operational efficiency by making vital information readily available to all relevant parties, from staff to end users. By automating the generation of ticket status and summaries, users can stay apprised of progress without interrupting staff. Staff can quickly read a few sentences or a bulleted summary of a ticket instead of pages of worklogs.



Improve Knowledge Management to Accelerate Service Resolution

Centralized Knowledge Hub: The Knowledge Management component transforms scattered organizational knowledge into a centralized, virtual repository which is pivotal for driving a successful digital transformation. Luma Copilot federates knowledge bases to efficiently deliver a single view of information. This eliminates the need for users and staff to know where information is and switching between applications, portals, or websites looking for information.

“There’s a notable shift towards AI-driven automation with reports suggesting that companies implementing AI-powered knowledge base tools have improved first-contact resolution by five to seven percentage points and reduced handling time by 20–30%.” - SDI, 2024

Precise Answering: Luma Copilot uses generative AI to find answers to user and staff inquiries, yielding just the answer requested, not a link or an entire document the user must read or search through. Sophisticated inferencing enables complex questions to be answered that are not specifically stated in the material; and by combining information from multiple sources a more accurate or complete response can be provided often not possible without reading multiple sources. The time saved can be enormous, often providing information that otherwise simply would not be found.

Streamlined Knowledge Management: With built in knowledge federation, Luma Copilot simplifies the handling, organization, and utilization of organizational knowledge. This results in dramatically lowered administrative costs, improved decision-making, fostering innovation and enhancing collaboration within the organization.

Continuous knowledge Optimization: ChangeGear’s Knowledge Management component implements a Knowledge Centered Service (KCS) approach to knowledge management. It actively identifies and addresses gaps in knowledge bases, recommending updates and uses Generative AI to draft new additions. This continuous improvement process ensures that the knowledge base remains current and valuable, thereby enhancing self-service rates, improving the overall quality of service delivery and operational effectiveness, and dramatically reducing the cost to do so.

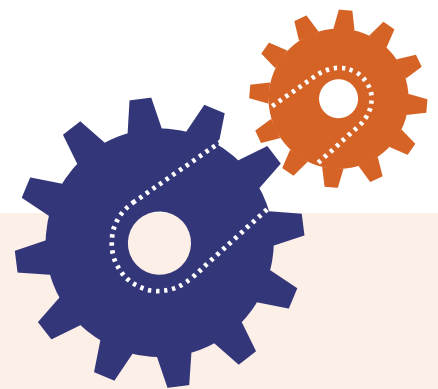
Speed Design and Automate Enterprise Business Processes

With native Automation and Orchestration engines and their intuitive graphical design tools, ChangeGear makes it easy to design and implement complex request workflows and automate enterprise business processes.

Reduce Manual Tasks: ChangeGear is versatile and can orchestrate repetitive tasks such as resetting passwords, to complex enterprise processes. You can handle tasks such as onboarding new hires that must coordinate different departments and stakeholders to update HR systems; initiate procurement processes; facilities work orders; handling approvals and more. You can even keep the new hire approved of the status and coordinate the information they may need to provide during the process. These automations can be easily

triggered from within ChangeGear workflows as part of fulfilling a service request or resolving an incident, or through the virtual agent.

Operational Connectivity: Disparate and siloed applications, department staff, and even outside vendors and data sources can be integrated using the extensive library of connectors made available by the Automation engine.



Manage Change Effectively to Reduce Risk

ChangeGear boasts a robust and efficient change management solution enabling organizations to manage and control IT and operational changes systematically minimizing risks and disruptions.



Align IT Services with business goals: Effortlessly align IT, HR and other Services with business objectives through ChangeGear's powerful suite of tools. Utilize Requests for Change (RFCs), powerful, granular approval workflows and automated processes to tailor approaches that balance speed and risk. Comprehensive features ensure smooth change implementation to meet evolving business needs.

Promote efficiency and boosts productivity: Experience unparalleled efficiency with Luma Copilot. Automatically categorize, prioritize, and assess the change impact using historical data and robust knowledge base, leading teams to work smarter and faster.

Reduce manual work with Smart Automations: Automation is a necessary ingredient to streamline processes and tasks such that manual tasks are minimized, and human errors do not compromise the security and governance of the organization.

Manage Governance, Risk and Compliance: Change management supports compliance with industry standards and regulations such as NERC CIP as well as governance requirements. This ensures organizations can mitigate risks and meet their regulatory obligations.

Transparent Change Scheduling: Enhance visibility and avoid conflicts with an interactive change calendar. Stakeholders gain insight into all the planned changes and blackout periods with the change event calendar. Easily set up change windows and blackout periods to mitigate disruptions during business hours or critical periods. Notify stakeholders accordingly.

Collaborative CAB: Facilitate CAB meetings with a user-friendly CAB workspace. Foster collaboration and informed decision-making driving alignment between IT and business objectives.

Effective Monitoring and Smooth Integrations: Seamlessly integrates with various tools and systems enhancing functionalities and extending its capabilities. Use native capabilities or integrate easily with preferred monitoring tools to enable automatic change detection and streamline the change management processes.

Reporting and Analytics: Robust reporting and analytical capabilities provide insights into change management performance, trends, and areas for improvement. Use native reporting capabilities or generate customized reports/dashboards to track key metrics and monitor change related activities.

Scalability and Performance: ChangeGear adeptly manages and meets the volume demanded by large enterprises. Its scalable architecture ensures peak performance in large and complex fortune 500 environments.

“AI is changing workplace models by democratizing access to technology, generating insights, and changing the relationship of people and technology. To manage AI- driven change application, and software leaders must measure AI's impact on systems and people.” - *Gartner 2024*

Improve Your View of Configuration Items and Interdependencies

CMDB is the key to success for change management. ChangeGear has a powerful CMDB that provides a unified view of the configuration items and services and their interdependencies. This visibility is essential for accurately assessing the impact of changes



Effectively Manage Asset Lifecycles



Enterprise Asset Management is challenging for organizations as they grow and evolve to meet business needs. ChangeGear's Asset Management solution makes it easy to manage tangible and intangible assets. Discover hardware, software and cloud assets to provide a compartmentalized or unified view of the enterprise assets. With highly customizable fields and templates, ChangeGear enables organizations to capture comprehensive information on assets, including service history, maintenance records and notes. This facilitates proactive maintenance, inventory, and auditing with the generation of service tickets for asset related issues for easy assignment, tracking and monitoring.

Simplify Asset Lifecycle Management:

ChangeGear offers a centralized platform to manage every stage of an asset's life cycle from acquisition to disposal. Organizations can efficiently manage financial and depreciation data, ownership details, contracts, and policies, all with an effective approval process in place.

Increase Visibility and Reduce Risks: Unified View increases visibility and helps organizations understand their asset infrastructure, identify potential risks, and proactively mitigate them. Enhanced visibility allows IT teams to make informed decisions, optimize asset utilization and meet compliance requirements.

Automated Asset Provisioning: Leverage native business policy automations within ChangeGear to automate asset requests and fulfillment processes to meet growing demands. For more intricate needs, utilize the powerful automation orchestration engine to provision and fulfill inter-departmental or organizational user requests.

Asset Governance and Compliance: Assets can be linked to contracts and policy information ensuring compliance with regulatory standards and policies. Additionally, audit trails and baselines for assets enable organizations to accurately track changes and maintain accountability.

Get Started on Your Digital Service Management Transformation. Imagine...



A service management solution that is continuously learning and working in the background, ensuring that interactions with users and staff are swift, personalized, and effective.

Proactive support that dramatically boosts user and staff productivity by initiating collaboration in the channels users work in, reducing delays associated with communications, ensuring routine and recurring activities are completed, and reducing user down time by capturing information that allows otherwise stalled support activities to proceed.

Generative AI and its natural language capabilities that can interpret information to determine user intent and sentiment so staff can act accordingly to provide a positive user experience. All of this is possible with ChangeGear.

Serviceaide can help you get started. Whether it is adding a virtual agent to your existing environment or exploring a new digital service management solution, we have solution experts to help you identify what best suits your needs and environment.

Visit serviceaide.com and see how service management solutions can help you deliver a better digital experience for all.

About Serviceaide

Serviceaide is a leader in AI-based, modern service and support. Serviceaide's vision is to transform service management, across IT, business, and customer service. Serving customers worldwide, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced self-service and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge.

