HCLTech | Supercharging Progress™

Reimagining IT service management through **artificial intelligence**

We redefined business process for a leading furniture retailer

The client is a conglomerate that designs and sells ready-to-assemble furniture, kitchen appliances and home accessories, among other goods and home services. The company is known for its modernist designs for several types of appliances and furniture, and its interior design work is often associated with an eco-friendly simplicity. It has 378 stores operating in more than 30 countries. The challenge was automating the handling of a wide range of service desk requests through AI technology and machine learning models. The objective was to achieve efficient incident resolution with timely ticket assignment and improved IT Service Management. Our solution utilized Natural Language Processing (NLP) and Deep Learning in real-time to automate ticket assignation, resulting in measurable business impacts. We implemented an end-to-end solution to automate ticket assignment and improve IT service management. The solution resulted in significant business impact, including a reduction in ticket resolution time and SLA (Service Level Agreements) breaches.

The Challenge:

Complexity of service desk requests and unstructured data

The conglomerate encountered a multifaceted challenge in effectively managing a diverse array of service desk requests. The sheer breadth of topics and issues encompassed by these requests necessitated the adoption of automation and innovative technologies, such as AI, deep learning, and big data processing.

However, the presence of a substantial volume of unstructured data posed a significant obstacle to efficient incident resolution. The conglomerate needed a solution that could overcome these complexities and streamline the handling of service desk requests to ensure prompt and accurate resolution.

The Objective:

Efficient incident resolution and substantial cost savings through AI/ML

The client's primary objective was to efficiently manage a large volume of unstructured data by harnessing the power of AI technology and machine learning models. The overarching goal was to achieve significant cost savings while optimizing incident resolution processes. The client sought to implement a time-effective workflow that would ensure immediate assignment of tickets to the most relevant teams and drive improvements in IT Service Management.

The Solution:

Transformative solution to drive process improvement

To address the client's objectives, HCLTech implemented a comprehensive end-to-end solution. The solution leveraged Natural Language Processing (NLP) and Deep Learning in a real-time production environment. The focus was on automating the ticket assignation system, which involved developing machine learning models capable of accurately predicting the User Group, Priority, and Service for each ticket as soon as it was generated. This approach enabled continuous process improvement and delivered tangible outcomes that positively impacted the client's business operations.

The Impact:

Remarkable business impact with reduced resolution time, cost savings, and enhanced efficiency

The implementation of HCLTech's solution yielded significant business impact. It resulted in a reduction in ticket resolution time and SLA breaches through automated classification of 30,000 emails per month. The solution achieved an impressive 91% accuracy in assigning tickets to relevant teams, optimizing processes and translating to monthly savings of $300,000 per ticket. Furthermore, the solution led to a substantial reduction in the number of FTEs required for manual classification, resulting in reduced operational costs.

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