



Service Insights

Delight your clients and increase efficiency in IT Service Management and Customer Service

IT Service Management (ITSM) and Customer Service are the engine room of most enterprises. The smooth and efficient running of ITSM is integral to successful operations, helping to increase productivity, improve customer satisfaction, and power the core business processes forwards.

WHAT'S IN IT FOR YOU?

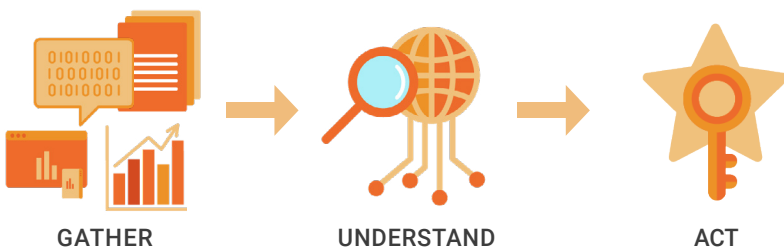


Squirro Service Insights is the key to both an easier day-to-day working experience and to making a bigger and more strategic contribution to the overall business. Because they have all the relevant information on hand, service professionals are able to reduce the time to resolve issues and focus their time on other elements of the role.

The deep contextual analysis of all incidents is highly valuable in providing service professionals with the insight to know what caused those incidents and how they can be prevented in the future. This means a far more proactive approach to ITSM and Customer Service, delivering even greater benefit back to the business.

HOW IT WORKS

ITSM and Customer Service environments are hugely complex. Most enterprises are multi-service environments that are difficult to manage. But Squirro Service Insights seamlessly connects any service solutions together to provide the full picture for service professionals, in real-time, addressing day-to-day challenges and adopting a strategic approach.



By analyzing all the unstructured data, the augmented intelligence solution, Squirro Service Insights, allows a more proactive approach by:

- Automating service ticket clustering and reducing resolution time
- Identifying trends and anomalies and managing incidents before they cause too much damage



CHALLENGES

- Not able to resolve IT service issues quickly enough?
- Unable to anticipate the frequency or impact of major incidents?
- Are your support costs spiralling out of control?
- Is it difficult to make sense of all your service data?



KEY FACTS

- Use anomaly detection to identify and prevent incidents before they happen
- Work with all unstructured data sources to understand the full ITSM environment
- Significant improvements to the overall customer experience
- Improve first time right rates by up to 10%

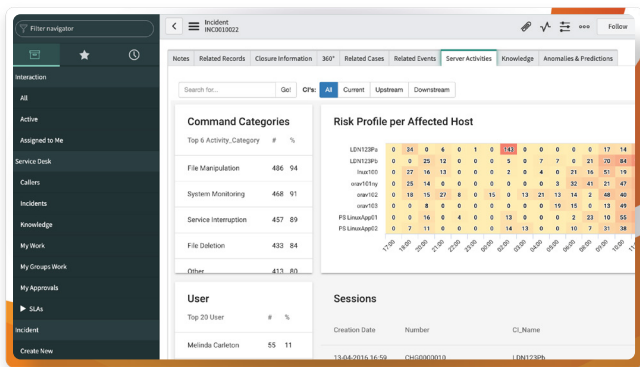
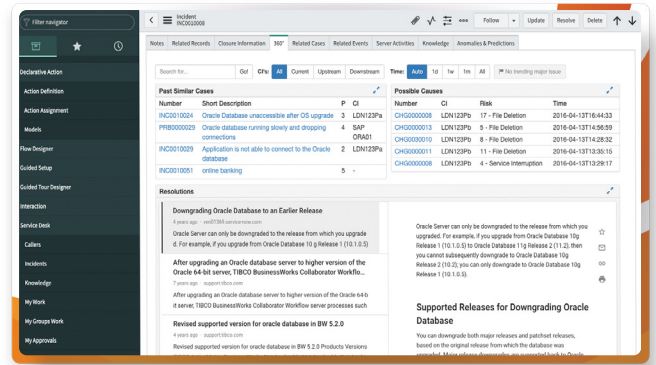
SERVICE INSIGHTS SUITE

- IT Service Management
- Customer Service Management

EXPLORE
Service Insights

1 MAXIMIZE CUSTOMER SATISFACTION

Ensuring that your customers have access to your products and services by reducing or eliminating downtime is a key achievement for your company's success. The complex process of eliminating downtime can be simplified by automatically monitoring, contextualizing, and visualizing the information related to the problems as well as their solutions. This allows your agents to quickly and easily implement fixes and be better prepared for new issues.

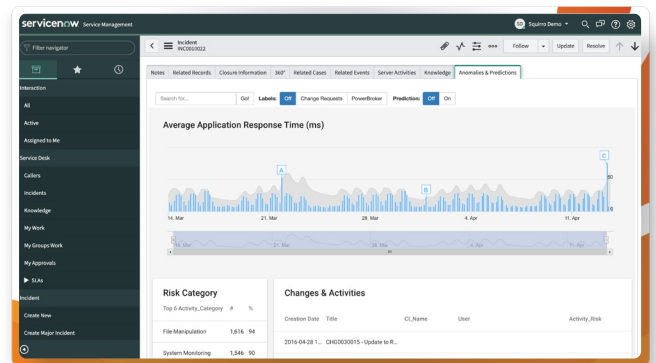


2 INTRODUCE A DIGITAL SUPPORT ASSISTANT

The Squirro Customer Service Management Solution uses the power of machine learning to analyze incidents on the fly, providing recommendations on possible solutions and root causes. These insights and recommendations are offered as an integration within a user's CSM Application, acting as a digital support assistant. Reduce incident resolution time by up to 30% and improve first-time-right rates by up to 10%.

3 PREVENT ISSUES AND REDUCE SEVERITY

When issues arise, the most important goal is to resolve them as quickly as possible. Being able to prevent the issues from arising altogether is an even greater goal. Achieving these goals is a sure way to minimize financial losses and strengthen customer loyalty. This is possible with Squirro's ITSM Solution, which empowers your team and customers with Augmented Intelligence.



OUR CUSTOMERS

Data-driven companies leveraging Service Insights



ABOUT SQUIRRO

Businesses capitalize on new opportunities, improve client relations, and optimize decision-making capabilities using Squirro's vertical-specific Augmented Intelligence solutions, which combine human intelligence with powerful AI. An Insights Engine at its core, Squirro delivers contextualized insights from your most relevant data sources and displays them directly, via workbench integrations, or through self-service applications.

Squirro works with global organizations, primarily in the Financial Services, Insurance, Telecommunications, and Manufacturing industries. Customers include Bank of England, Standard Chartered, ING, Brookson, Ninety-One and Candriam. Founded in 2012, Squirro is currently present in Zürich, London, Munich, New York, and Singapore. Further information about AI-driven business insights can be found at squirro.com

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