

Ensure Business Relevance and Pace-Up Digital Transition with an Experience-Driven IT Support Culture

Resolve persisting complexities and amplify the end-user experience with one-stop orchestration of enterprise IT support



Digitalization is essentially redefining business operational paradigms. As end-user experience and quality gain precedence, the IT Service Desk with the right expertise to proactively navigate diverse technologies and performance benchmarks can serve as an indispensable tool to score a win in the contemporary, digital-first world.

However, the limited capabilities of conventional IT Services Desk frameworks may be inadequate in covering globalized enterprises' unique demands that value fault-tolerant business processes, rapid turnarounds, multilingual support, and regulatory compliance across geographies and an unprecedented adherence to personalization fundamentals, assuring operational agility.

Improved End-User Satisfaction & Performance



Reduced End-User Downtime



Continuous System Monitoring



Unified IT Experience Desk

Rapid Incident Response



Harmonized Service Delivery



Proactive Interventions

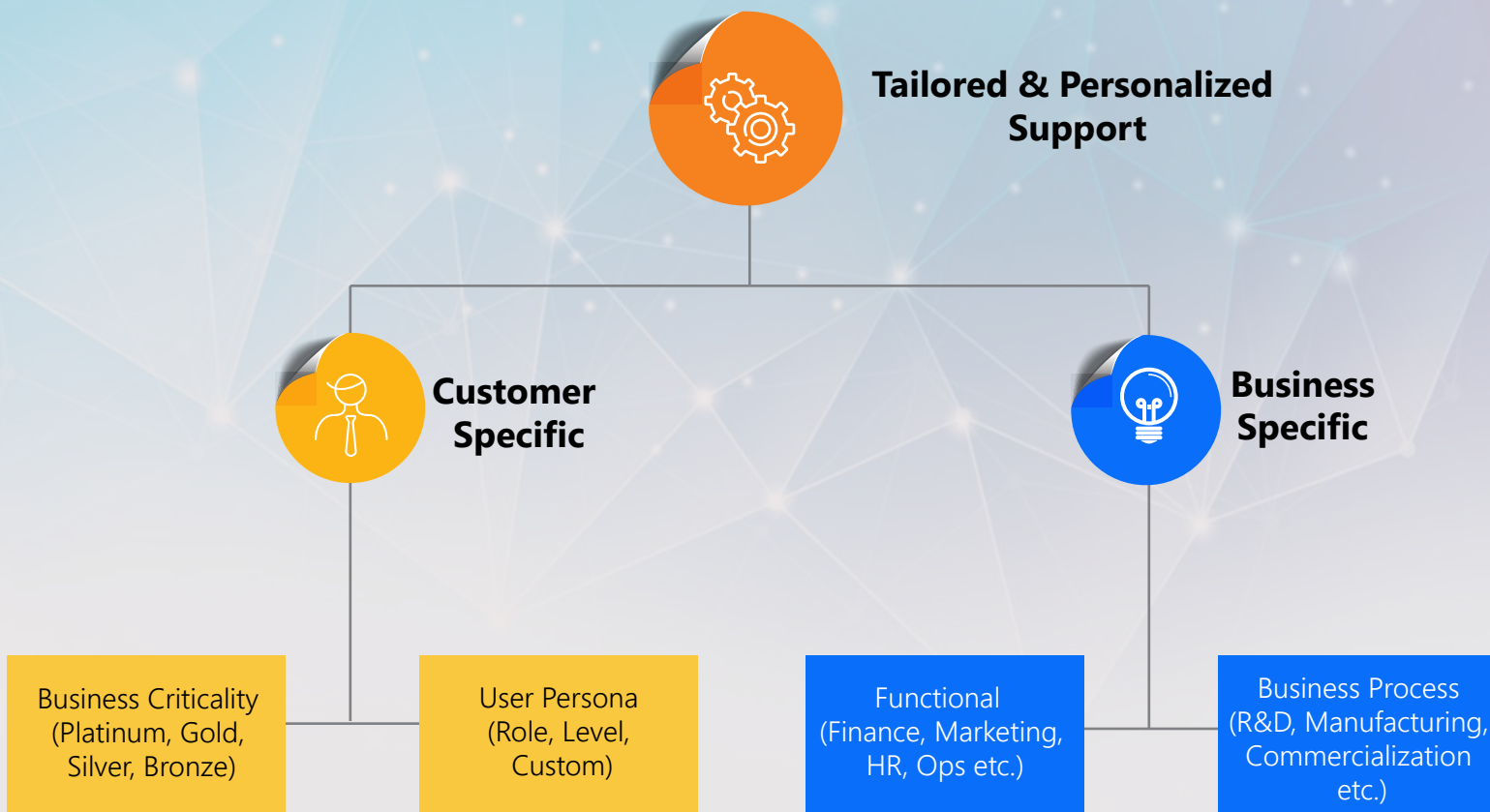


The SoltiusME Superlative

With more than two decades of market exposure, SoltiusME has been successfully handling the IT support of its clients worldwide, including those of the Fortune 500 organizations. The prolonged experience has allowed us to observe, analyze, and develop deep insights into the evolution of the enterprise IT support focus in sync with the shifting business climate worldwide. SoltiusME concludes that enterprise IT support culture essentially lags due to:


















- Inadequate emphasis on ITIL best practices and frameworks
- Reactive incident response
- Suboptimal resolution of service-tickets leaving persisting grey areas in the IT landscape
- Lack of high-touch interaction capabilities, delay in issue resolution, and multiple follow-ups on existing tickets
- Under-equipped knowledge base to cope with critical and high priority issues
- Lack of knowledge management capabilities to support the service desk
- Unguided support initiatives that transgress Service Catalog recommendations
- High D-SAT (Dissatisfied End-User) score
- Non-alignment of business objectives with IT

We believe that new generation IT support needs to be intuitive, customized, and domain-led to address specific pain points, contain disruptions, promote greater business resilience, and genuinely empower large companies in retaining the winning edge.



Unified IT Experience Desk by SoltiusME

Unified IT Experience Desk brought to you by SoltiusME, provides an empathetic experience by optimizing enterprise processes and weeding out roadblocks in driving a seamless IT support culture. It is a business-aligned package based on universal ITIL gold standards, allowing future-ready companies to deliver uninterrupted and cost-effective IT services for their end-users, realizing a cumulative return on their service desk investments. It provides:

-  Global availability
-  Automated Call routing and Ticket Scoring
-  Live Chat Translation for 100+ languages
-  Alexa, Google & Apple AI Connectors
-  Chatbots and AI-enabled support
-  Knowledge Centered Service (KCS)
-  Service catalog-driven support
-  Shorter resolution cycles
-  Automated incident management
-  Embedded experience management framework
-  Self-diagnosing and Self-healing systems
-  Rapid triaging of service requests and incidents
-  Voice & Biometrics based end-user authentication
-  IT Genie services by SoltiusME
-  Prioritizing business impact of service requests and incidents
-  XLA-defined service standards
-  Total Quality Management of IT support initiatives

The Unified IT Experience management offering by SoltiusME is unique as it handles major incident management processes using automated notification and escalation to involve the right stakeholders at the right time. The framework ensures the following:

- Early communication of issues and rapid resolution to minimize system downtimes
- Business Service & platform-specific automated communication to the stakeholders
- Automate ideal response for P1 and high impact P2 incidents
- Automated patching of stakeholders into the conference bridge
- Pro-active bridge management
- Creating a knowledge base for future responses
- ITIL and HDI Aligned Process and Policies

User Experience

- **Experience Management Office**
Focusing on measuring user experience
- **User Lifestyle Framework**
Complete User Lifecycle Mgmt
- **Innovation Advocacy**
Contribution to New Ideas
- **White Gloves**
Services to VIP users including critical application users

Digitalized

- **'Machine First Human Second'**
Approach using Cognitive Chat and Voice Bot
- **Mobile Accessible**
IT Support
- **End User Empowerment**
Using One Click Solution
- **User Self Service**
Self App Install, Hardware Catalog

Contextualized

- **User Personalization**
Driven through YASH User Profiling
- **Personalized Service Desk**
Using skill based routing
- **Business Content Aware**
Support

High Reliability and Availability of Platforms

An Intuitive Incident Management Framework

Why SoltiusME?

- A proven track record of steering implementation, transformation, and consolidation of IT support initiatives for global businesses, including 30+ Fortune 500 clients
- Capabilities to ensure cost-effective realignment of processes and develop coherent migration strategies to execute a robust, risk-averse transition from existing business models to new ones
- Capability to assemble Unified IT Experience bundles according to geographical, budgetary, and personalization specifics
- Handling of change management through IT Genie from SoltiusME, a comprehensive program for driving seamless adoption of services by End-Users
- An XLA driven approach prioritizing end-user empowerment and productivity augmentation
- Service contracts ensuring maximum transparency and predictable value

As a flexible service package, the Unified IT Experience Desk by SoltiusME can either be integrated into the end-user services portfolio of SoltiusME or, if preferred, can be leveraged standalone, according to the business use case at hand. In a hypercompetitive scenario, the Unified IT Experience Desk is designed to support lean business strategies through improved system availability, higher first-contact resolution rates, greater user satisfaction, and reduced total cost of ownership.

For more information contact SoltiusME today

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About SoltiusME

Headquartered in Dubai, Soltius ME (A YASH Technologies company) is one of the largest IT consulting and services company in the region, with marquee customers across GCC and Africa. As a leading digital transformation specialist, its portfolio spans architecting and solutioning across business applications (including SAP), infrastructure, cloud, and digital platform services. It works with Fortune 500 organizations globally and large GCC conglomerates-corporations in the region, and supports their big data-advanced analytics and RPA initiatives. It offers specialized



SoltiusME Presence

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