

Support Automation Assessment



WHY?

A key attribute of effective IT support in the digital enterprise is the agility to move at the speed of business. As artificial intelligence (AI) streamlines business processes and transactions, *is your IT support capability keeping pace?*

As enterprise capabilities are increasingly delivered from various “clouds” to an ever-changing array of digital endpoints, *is your user experience empowered or confused?*

The ability to understand the landscape of your enterprise as it changes, detect changes and faults impacting the experience of your employees and customers, smoothly adopt and integrate new solutions, and react to digital indicators in digital time is imperative. Silver Tree converges **AI and a deep delivery experience** in transforming IT support to “Digital Enterprise” performance.

The Silver Tree Value Proposition: Identifying Real Opportunity

Working collaboratively, we **produce a projection of the real automation opportunity based on your environment and your intimate knowledge of its inner-workings.**

OUTCOMES



Improved Efficiency

Converging digital labor, self-service features and human actors powered by Silver Tree’s Evergreen AI technology offers automation rates that exceed RPA solutions, **reducing labor and support costs by 25-35% on average.**



Faster speed to value

Built for purpose platforms & solutions that deliver independent value or integrate easily into existing service desk and systems management tools, realizing value contribution **in days not months.**



Boosted competitive edge

Intelligent Automation **handles issues before the call to the service desk**, reducing the overall volume and arrival rate of faults and tickets.



Lower cost of adoption

SaaS-based technology alternatives reduce capital investment. Targeted implementation reduces complexity as well as on-going costs, to **quickly pass savings on to customers.**



Enhanced user experience

Increasingly intuitive interfaces and specialized technology optimized for the end user enables effective customer support, delivering a superior customer experience overall



Real innovation

Get a head start on automation strategy by focusing not only on the comprehensiveness of solutions, but the simplicity of deployment, **providing Intelligent Automation to your enterprise with ease.**



Silver Tree
Consulting & Services

Driving The Change You Need in a Digital Era.

Silver Tree delivers innovation that enables our clients to transform the customer experience and achieve market leadership.

Strong Roots Run Deep.

SilverTreeServices.com