

# Reimagining IT service management through artificial intelligence

For a leading furniture retailer



## Client Description

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 various 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.



## Business Priorities

A typical service desk request varies from a staff member resetting their password to notification of a server shutting down. The sheer breadth of topics handled by the service desk makes automation of this process as well as implementing deep learning and artificial intelligence, a complex big data problem.

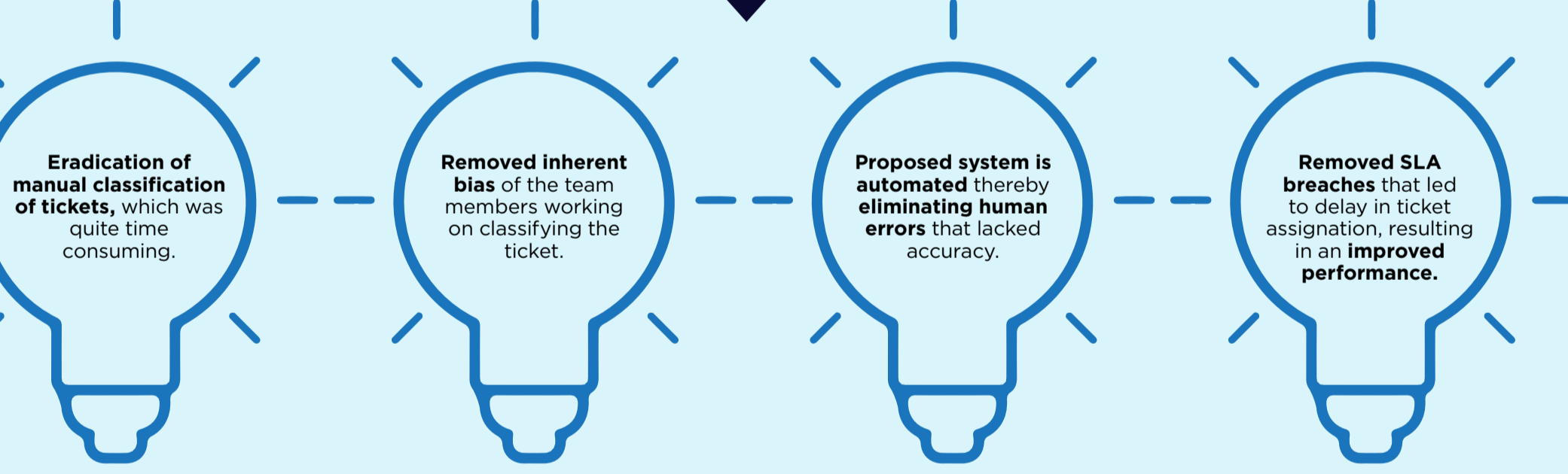
The client believed that being able to handle such a large quantity of unstructured data in a smart and efficient manner through AI technology and machine learning models would generate substantial cost savings. Thus, it was looking for an incident resolution workflow that would meet the following key requirements:

- 1** As time effective as possible
- 2** Ticket should be assigned to the most relevant team immediately once an incident is reported
- 3** Enable an improved IT Service Management

## Our Solution

HCL implemented an end-to-end solution using Natural Language Processing (NLP) and Deep Learning in real-time production environment to automate the ticket assignation system. HCL built machine learning models to predict the User Group, Priority and Service of the tickets automatically as soon as the ticket is created in the system.

In order to achieve continuous process improvement, our proposed solution was implemented based on impact to business that derived the following measurable outcomes:



## Business Impact



✉ For any queries, please reach out to us at [digitaltransformation@hcl.com](mailto:digitaltransformation@hcl.com)

