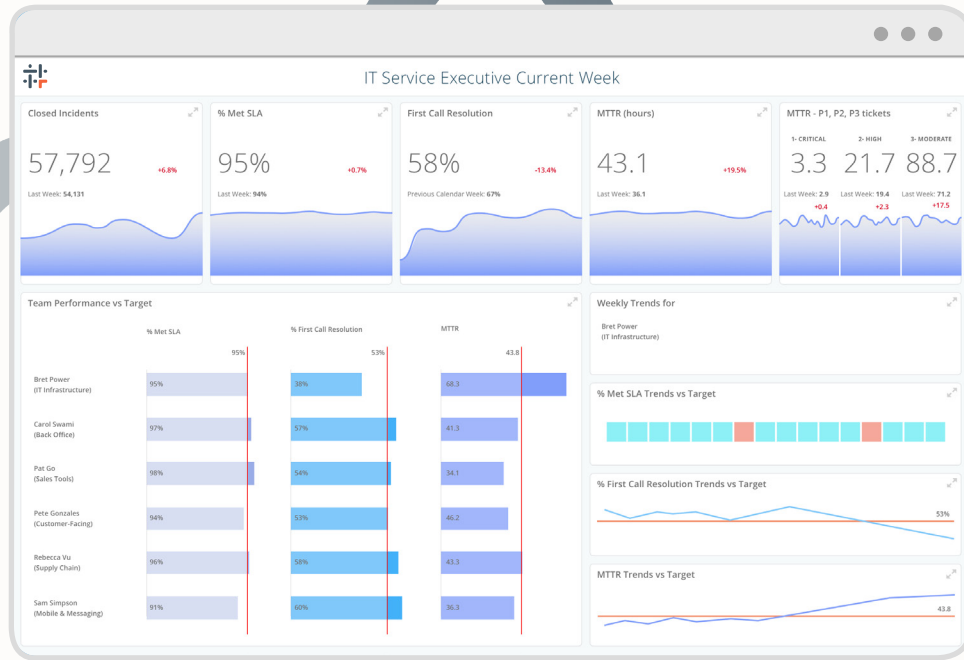


# Drive service excellence with Digital.ai

## Service Management Process Optimization Solution



Reduce incident volume, slash costs, and raise service quality

**INCREASE EFFICIENCY**

**ACCELERATE AGILITY**

**REDUCE RISK**

- > Improve MTTR and incident resolution efficiency
- > Hold service providers accountable
- > Find and eliminate true incident root cause

- > Proactively identify opportunities for automation
- > Improve collaboration between service teams
- > Align vendor relationships with strategic objectives

- > Identify and fix underperforming and problematic CIs
- > Proactively remediate SLA breaches
- > Hold service teams accountable for performance

# Drive service excellence with Digital.ai

## Service Management Process Optimization Solution

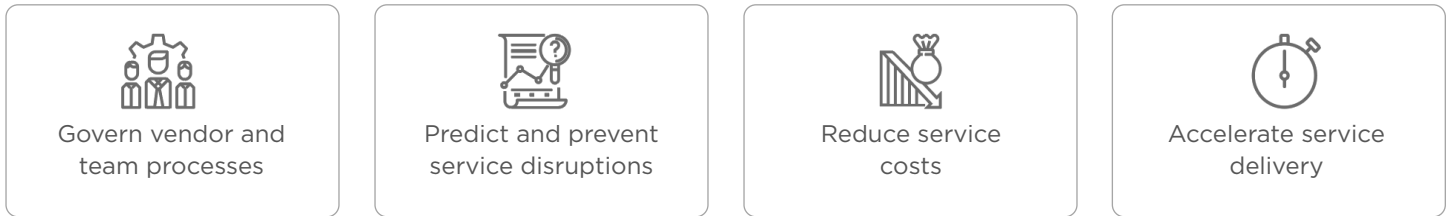
50%

decrease in overall incident volume at Fortune 20 healthcare leader

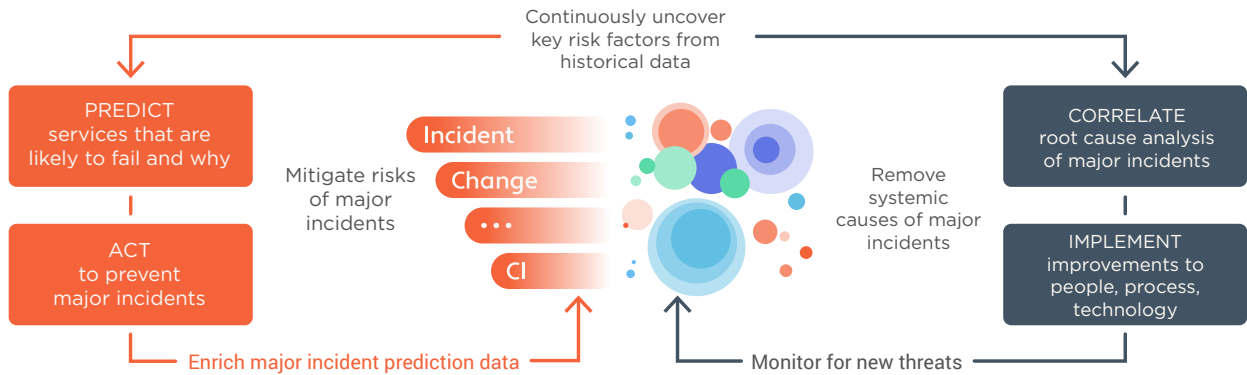
\$1.2M

annual savings from reduced incidents at Fortune 50 CPG leader

Adopt proven best practices for ITSM process optimization



### A machine-learning driven approach to major incident prevention



### Mine text descriptions for root cause with NLP-driven topic clustering

