

# Unlocking the Power of Data:

## How IT Operational Insights Can Transform Your Business!

Fusion GBS's transformational data-led approach empowers organisations to streamline and automate key processes, accelerate value from investments, and deliver supreme customer experience whilst providing a blueprint for the expansion of value from future capabilities.

Our Data-Led Operational Insights, delivered as a service, uses latest natural language processing and machine learning techniques to offer the following:

- Optimised Digital Service Management tooling, processes, knowledge and skill sets
- Transformed internal processes to increase agility
- Reduced mean time to resolution (MTTR)
- Expand revenue opportunities
- Improved change governance
- Well defined Service Management capability roadmap
- Minimised operating costs
- Benchmark against industry peers

### Business Outcomes:



Expand revenue opportunities available via self-service, quickly.



Optimise costs by streamlining and automating processes.



Comprehensive self-service content and knowledge, driving high levels of adoption.



Understand and mitigate against non-compliant data, accurately and quickly.

## Our data-led approach can help:

1

Improve **organisation efficiencies** by identifying process, skills, and data gaps.

2

Improve **customer experience** by offering customers relevant services, support and knowledge.

3

Increase **efficiency** and reduced costs by identifying bottlenecks and highlight automation candidates.



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## Customer Outcomes:

# 16,234

**Hours saved across 15 IT processes**

A global oil field services company automated 15 IT processes, saving 16,234 hours.

# 15%

**Reduction in missed SLAs**

A leading telecommunications company with 13 service providers implemented an optimisation plan to reduce excessive ticket bounces resulting in 15% reduction in missed SLAs.

# 8.4%

**Reduction in MTTR**

A leading online betting company reduced MTTR for key services by 8.4% through automation of 14 IT processes.

# 85%

**Eradicated non-compliant items**

The top car manufacturer implemented a GDPR related service improvement programme resulting in 85% reduction of non-compliant items.



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