

AI Talos

Your service runs across people, processes and systems. Your data usually doesn't.

Evidence is scattered across systems, records and free text. Delays, repeat work and gaps in employee and customer journeys are hard to trace. Without the full picture, deciding what to improve and where to invest becomes difficult.

AI Talos brings that picture together

AI Talos is Fusion's AI-powered service intelligence capability. It is system- and data-model-agnostic, combining structured records with unstructured text. Its service-management models, benchmarks and scorecards help you decide what to improve and what the change could deliver.

FROM TODAY'S SERVICE TO MEASURABLE IMPROVEMENT.



SERVICE MANAGEMENT EXPERTISE, BUILT IN

Fusion's specialist models, metrics and scorecards give the analysis its service context.

400+

METRICS

40+

SCORECARDS

15+

INSIGHT AREAS

WHERE AI TALOS CAN HELP

Start with one capability or look across the wider service environment.

Service performance & economics

Understand service performance, capacity and cost, and model how changes could improve them.

Automation

Find repetitive work where automation could reduce manual effort and release capacity.

Self-service & contact strategy

See where better channels, self-service and catalogue design could reduce demand.

Knowledge effectiveness

Identify knowledge gaps behind repeat work, slower resolution and failed self-service.

Capability maturity

Compare capabilities with benchmarks and your target state to identify improvement priorities.

Data quality & compliance

Find poor or non-compliant data and the processes or behaviours causing it.

CUSTOMER RESULTS



Global Oil Field Services Company

Found frequent manual work across 15 IT processes. Introduced self-service and RPA automation.

16,234
HOURS SAVED



Public Safety & Enterprise Security Organisation

Found contributors to missed SLAs and poor data quality. Addressed them through a service improvement programme.

21%
INCREASE IN
SERVICE UPTIME



Global Car Manufacturer

Found 45.4% of analysed data was non-compliant. Ran a targeted remediation programme.

25,000
NON-COMPLIANT
ITEMS REMOVED



Telecommunications Company

Found missing tickets and repeated hand-offs across 13 providers. Ran focused remediation.

15%
REDUCTION IN
MISSED SLAs

Start with the service you **want to improve.**

Talk to Fusion GBS about an AI Talos assessment.

www.fusiongbs.com