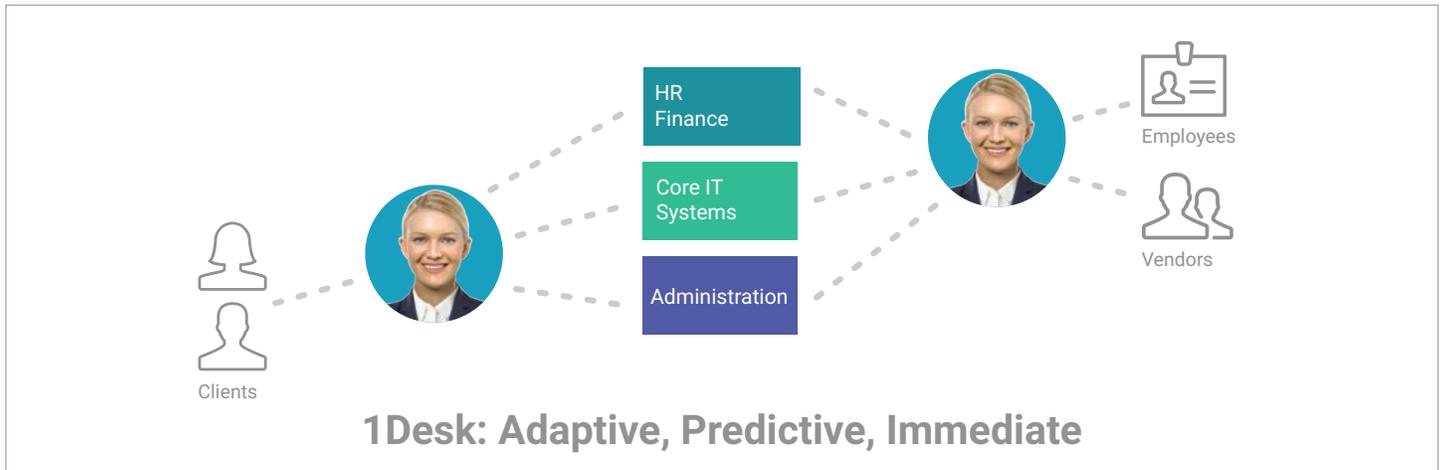


1DESK™

The World's First AI Platform Combining Cognitive and Autonomic Technologies for Shared Enterprise Services



IPsoft's 1Desk™ is the industry's first platform designed to enable the modern Digital Workforce, where cognitive agents and virtual administrators leverage automation and AI technologies to deliver a unified enterprise service desk. 1Desk provides a single interface to deliver support for any task – IT, HR, finance, or administrative – that employees and third-party suppliers need to do their jobs.

The cost of running and maintaining enterprise services quickly adds up, and companies are looking for ways to leverage intelligent automation to cut those expenses and invest the savings in other areas. 1Desk converges front- and back-office processes, digitizing and streamlining them end-to-end. It builds on IPsoft's cognitive expertise with Amelia, the market-leading intelligent agent, and IPcenter, the ITIL-based autonomic IT operations platform.

Integrating cognitive capabilities with automated processes, 1Desk provides employees and third-party suppliers access to information and applications with an unprecedented level of speed and intelligence. Employees at any time can interact with Amelia through 1Desk to complete tasks more efficiently and

resolve issues with systems or processes. Users no longer need to understand which department handles what issues; Amelia does that work for them, and if she can't resolve an issue herself she finds the right people and processes to do so. This eliminates the time wasted filling out forms, making phone calls or searching for answers on HR processes, expense procedures or common IT issues. In employees' view, IT and internal processes simply work, more quickly and efficiently than ever before.

What's more, the platform continuously learns and improves from employee interactions, gaining knowledge with each service request. Working with a team of specialist engineers and staff in the Digital Labor Studio, manual processes are recorded, analyzed and quickly made into automations to address the same or similar issues in the future.

Enterprises worldwide are renovating their business processes to remain competitive and transform for the future. 1Desk provides the foundation for a truly modern Digital Workforce, combining the power of automation and cognitive services with human capital and resources to accelerate digital transformation.

1Desk Highlights

Built on a Strong AI Foundation

Machine learning: 1Desk possesses integrated natural language processing, cognitive and self-learning capabilities -- employee issues are understood and answered accurately.

Automatic resolutions: Requests such as time off and expense approvals can be entered and resolved automatically. 1Desk applies learnings to future employee requests, driving efficiency through automation at high speed.

Simplified Interactions

Unified interface: No matter how they communicate with the platform, employees have one source for all service desk requests, reducing the need to look up information or create service tickets in disparate systems.

Multichannel access: Users ask queries to Amelia, the IPsoft intelligent virtual agent, through any enterprise communications platform they already use (Slack, Skype, email etc.).

Personalized 24/7 support: Employees gain relevant responses to their queries wherever they are, in any location. 1Desk remembers their historical interactions, pushes relevant content and can also send alerts to the user when they have outstanding tasks to complete.

The Digital Workforce

The Digital Labor Studio: Create a unique team of specialist automation and cognitive engineers, data scientists, project managers and linguists that are focused on tailoring automations, resolving complex issues and improving SLAs. This highly-skilled team leverages the platform to provide fast resolutions for any employee service request.

Pre-built content: 1Desk with Amelia comes with knowledge around some of the most common issues (such as password reset and account verification) and can build on its knowledge base.

Continuous improvement through self-learning: Actions and resolutions are continuously recorded and analyzed by 1Desk through machine learning. Working in conjunction with the Digital Labor Studio, the platform quickly finds repetitive issues and suggests automations, so future similar issues are easily fixed without human intervention.

1Desk Benefits: Outcomes Across the Enterprise

Building a foundation for Scale, Speed, Efficiency, Experience and Compliance for the Digital Enterprise to compete in today's global marketplace

Speed: Resolving issues at digital speed, saving time and money

- **Increased workforce productivity:** 1Desk reduces disruption to employees' daily jobs as it becomes easier to get support for IT, HR, finance, or administrative issues.
- **Reduced operational costs:** Processes are driven by digital labor; remaining support staff can focus on complex and higher-value tasks.
- **Faster onboarding:** With simpler and faster interactions via Amelia who can offer advice or resolve issues, employees can quickly get up-to-speed on new systems and processes.

Scale: Handling high incident volumes and getting it right

- **Scalability:** 1Desk provides 24-by-7 support to employees in any location, ensuring flawless execution, consistency and scale across an enterprise. Process and policy changes are automatically updated across all systems through intelligent workflows.
- **High levels of accuracy:** Reliable automation and machine learning ensures faultless execution of business user processes, resulting in positive impacts on time, productivity, customer relationships and experience, and ultimately the company's bottom line.

User Experience: Creating an engaged workforce and customer loyalty

- **Improved customer experience:** Employees that work more efficiently can deliver a better experience to internal and external customers. Employees are able to meet deadlines and respond more quickly to client requests thanks to faster access to services and information.
- **Increased employee satisfaction:** Employees can focus on completing their daily tasks and the relevant parts of their job, rather than waiting for IT or HR to respond to them on specific issues. Higher employee satisfaction rates keep retention high and attrition low, impacting future recruitment costs.

The Enterprise Challenge

Businesses need to improve workforce productivity by resolving issues faster.

70% of respondents in an IPsoft survey claimed they have had IT issues that prevented them doing their job for more than an hour.

80% claimed IT issues hampered their productivity in the past year.

Why IPsoft?

IPsoft is the proven leader in enterprise AI, serving more than 500 of the world's leading brands directly as well as more than half of the world's largest IT services providers. We have almost 20 years of experience and expertise in the IT operations and automation market with IPcenter, and our award-winning virtual agent, Amelia, delivers cognitive, natural language and self-learning capabilities through an easy-to-use interface.

Building on our AI legacy, 1Desk represents the next frontier in shared services for the enterprise, unifying people, processes and technology to drive transformation and the Digital Workforce.

For more information, visit www.ipsoft.com

