

# SmartDesk

powered by BANZAI



## Transforming your IT Service Desk through intelligent automation

BanzAI is an AI-powered solution that autonomously handles, resolves, and manages service desk cases from start to finish. Unlike traditional ticketing systems that require constant human intervention, BanzAI employs intelligent agents that understand context, make decisions, and act—delivering true zero-touch enterprise operations.

The platform integrates seamlessly with your existing ITSM tools, analyzing incoming requests, diagnosing issues, executing remediation workflows, and closing tickets without human touch for both routine and complex scenarios.

### Our impact

up to **70%** reduction in manual ticket handling for routine requests.

**90%** first contact resolution rate for automated cases.

up to **70%** reduction in average resolution time.

**24/7/365** availability without additional staffing costs.

### Enhanced experience

**Instant acknowledgement and resolution** for common issues.

**Consistent, high-quality service** regardless of time or volume.

**Reduced wait times** and eliminated ticket backlog.

**Self-service capabilities** that empower end users.

### The reality of the modern IT Service Desk

The average enterprise processes thousands of tickets monthly, with help desk staff spending 60-70% of their time on repetitive, low-complexity issues. Meanwhile:

- **Response times are increasing** as ticket volumes outpace team growth.
- **Costs are escalating** with average resolution costs of \$15-25 per ticket.
- **Employee satisfaction is declining** due to slow response times and resolution delays.
- **IT teams are burned out** handling mundane tasks instead of strategic initiatives.
- **Inconsistent service quality** varies based on agent availability and expertise.

Boost your business with a faster, more consistent, cost-effective IT service desk that scales effortlessly to meet your needs.

### Meet BanzAI, the adaptive AI enterprise platform

BanzAI is built around the principle of zero-touch enterprise, where IT operations run autonomously with minimal human intervention. This means:

- **Self-healing systems** that detect and resolve issues before they impact users.
- **Proactive problem resolution** through predictive analytics and pattern recognition.
- **Continuous optimization** occurs as agents learn from each interaction and improve over time.
- **End-to-end automation** from initial request through validation and closure.
- **Seamless user experience** where employees get help instantly without waiting in queues.

Zero-touch isn't just about efficiency—it's about transforming IT from a cost center into a strategic enabler that operates at machine speed while maintaining human-level intelligence.

# BanzAI transforms traditional service desks from ticket queues into autonomous resolution engines

Challenge	BanzAI Solution
High volume of repetitive tickets	Intelligent autonomous agents reduce tickets
Slow resolution times	24/7 responses speed up MTTR
Escalating costs	Lower cost per ticket
Inconsistent service quality	Continuously improving service that learns from experience
Manual triage and routing	AI-powered intelligent categorization
Limited scalability	Scale infinitely without adding headcount

Use Case Examples	
<b>Password Reset</b> <ul style="list-style-type: none"> <li>Automated AD password resets and account unlocks</li> <li>MFA recovery flows in Teams/Outlook/ServiceNow with secure verification and audit logging</li> </ul>	<b>Computer Diagnostics</b> <ul style="list-style-type: none"> <li>Automated endpoint health checks (CPU, memory, disk, services)</li> <li>Remote agent initiation</li> <li>Guided remediation</li> <li>Attach diagnostics to the ticket</li> <li>Enable remote session handoff</li> </ul>
<b>VPN Troubleshooting</b> <ul style="list-style-type: none"> <li>Automate connectivity diagnostics for users experiencing VPN issues:               <ul style="list-style-type: none"> <li>Collect client stats</li> <li>Run network tests</li> <li>Present remediation steps</li> <li>Optionally reset sessions or escalate</li> </ul> </li> </ul>	<b>MS Teams/Outlook/Email Issues</b> <ul style="list-style-type: none"> <li>Provide immediate, context-aware knowledge articles and self-help guidance via MS Teams and Outlook</li> <li>Deflect tickets by surfacing KB articles and runbook steps; if unresolved, create/update a ServiceNow ticket</li> </ul>
<b>Device Fulfillment</b> <ul style="list-style-type: none"> <li>Automate device requests (Teams/portal intake, eligibility/warranty validation, ServiceNow SR, manager approval)</li> <li>Update CMDB upon fulfillment</li> </ul>	

## Why choose us?

### Purpose-built for enterprise Service Desk

Unlike generic automation tools, our platform is specifically designed for the complexities of enterprise IT support, with a deep understanding of ITSM workflows, compliance requirements, and enterprise integrations.

### Security and compliance first


Enterprise-grade security with role-based access controls, audit trails, encryption, and compliance with SOC 2, ISO 27001, and industry-specific regulations.

### Proven results

Our clients achieve 50-70% automation rates within the first six months, with measurable improvements in resolution times, cost reduction, and employee satisfaction scores.

### Partnership approach

We don't just deliver software—we partner with you through implementation, optimization, and ongoing success with dedicated support, best practice guidance, and continuous platform enhancements.



Pomeroy's adaptive AI platform that combines conversational and agentic AI to create a smarter, more unified experience across the enterprise.



### Get started

Ready to transform your service desk operations and embrace the zero-touch enterprise vision? Contact us today to schedule a demonstration and discover how BanzAI can revolutionize your IT Service Desk.