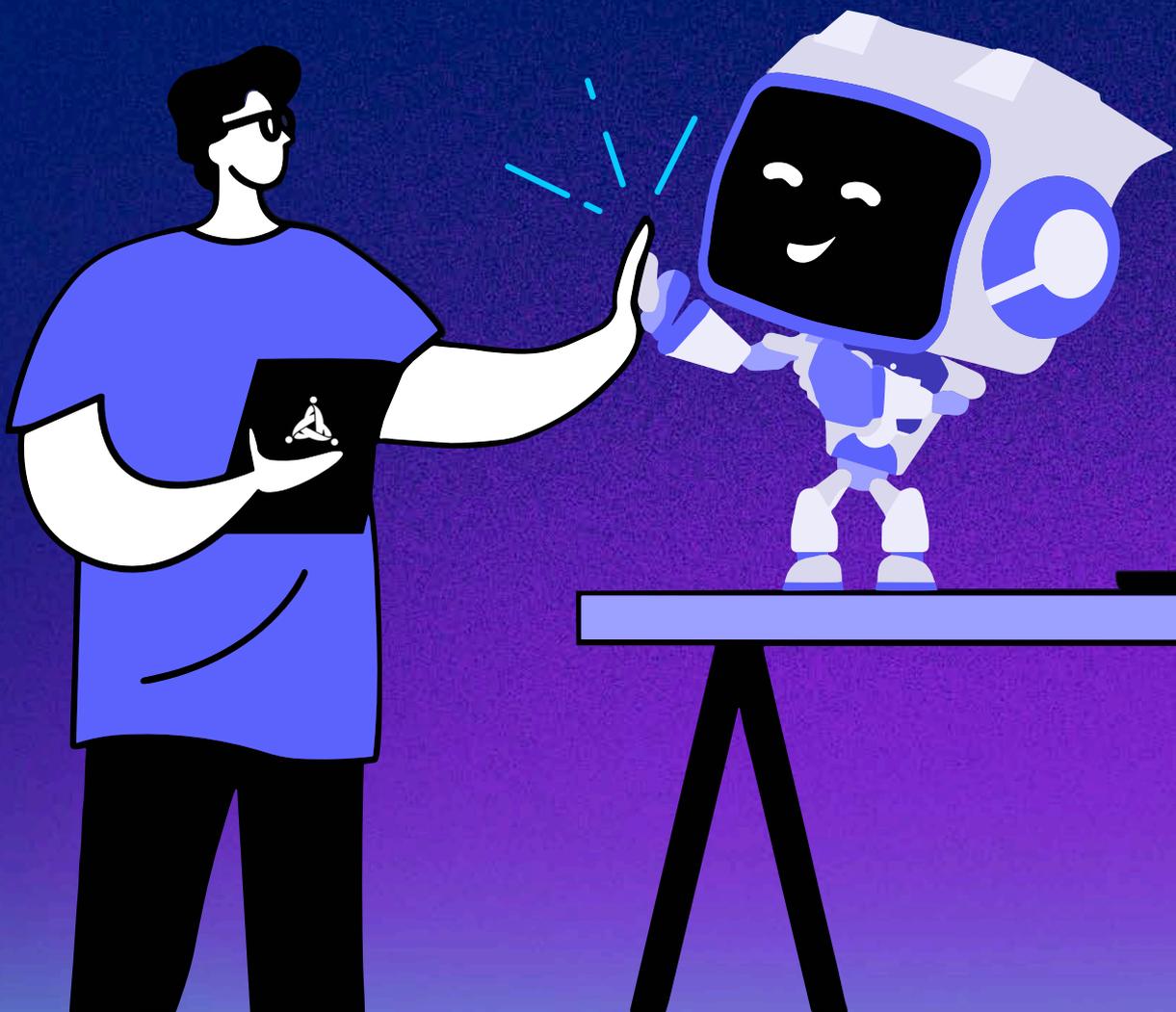


Resolving tickets in 8 minutes instead of 75

The Rarity Solutions story



Background

Based in Houston, Texas, Rarity Solutions offers best-in-class IT support to architectural, engineering, and construction organizations.

Clients in those industries tend to be tech-savvy. They also expect speedy service from partners, especially their IT providers.

As a “people first” MSP, Rarity needed a solution that would make it easy for these users to submit tickets. And easy for their team to deliver the fast, accurate service clients expect.



The problem:

Manual processes led to inefficient, inconsistent ticket resolution

In project-based sectors like architecture and construction, employees are always on the move. Which meant a lot of new hires to manage.

On average, Rarity saw 44 onboarding and offboarding tickets each month. Depending on the season, they might see almost 90 new user setup tickets in their queue.

Before Pia, it took the team about an hour and 15 minutes to close each ticket. This wasn't fast enough for Rarity. Or their clients.

What if a company needed to immediately revoke access from a rogue ex-employee? What if a client submitted a ticket at 5:01 p.m. on a Friday before a holiday?

Rarity needed a platform that would help them move faster, for their clients' sake and their own.



One of the most consistent things about onboardings and offboardings is they're inconsistent. No matter how many checklists, diagrams or trainings you offer, or no matter how many times you threaten their keyboards with a Louisville slugger, techs would still forget something. Pia filled that gap.

Vance Townsend, Founding Partner,
Rarity Solutions



Internally, onboardings and offboardings had always been a thorn in the team's side. Before Pia, the team easily spent 40-plus hours each month creating and shutting down accounts. An entire work week lost, just because of inefficient manual processes.

And despite all the time Rarity spent on these tickets, the process fluctuated. One tech would complete an onboarding one way, another a different way. Rarity's leadership knew the team needed extra support to standardize and speed up their operations.



The younger crowd doesn't always respond to email tickets or voicemails. As a matter of fact, we sometimes called and their voicemail inbox was full. We wanted a platform we could use to communicate directly with them that also helped us automate our processes.

Vance Townsend, Founding Partner, Rarity Solutions

Finally, Rarity's tech-savvy users were used to communicating with each other over Slack and Teams. Sending ticket requests via email or following up over the phone felt old-fashioned. And that was the last way Rarity wanted to be described.



The solution:

Use Pia automations to streamline and standardize ticket resolution

After discovering Pia, Rarity was most excited to deploy SmartForms, simple white labeled forms that allow end users to report issues and trigger automated resolutions. They knew this would help them appeal to their younger users.

Rarity integrated SmartForms into their clients' Teams platforms to make it easier for clients to submit tickets on the tools they use every day.

This not only sped up ticket resolution. It also helped foster a stronger sense of collaboration between techs and clients.



Over email, we might get a terse 'thanks.' But on Teams, it was a complete 180. Users would say, 'Hey, thanks a lot for helping me out the other day. You did a great job.'

Vance Townsend, Founding Partner, Rarity Solutions

Powered by SmartForms, the days of Rarity's team spending an hour or more to complete onboarding or offboarding tickets are long gone. Now, Pia helps automatically close these tickets within eight minutes.



The impact:

Get back the equivalent of 12 weeks' of worktime, while saving thousands of dollars each month

With Pia enabling more efficient operations, life is now a lot easier for the Rarity team. No more checklists or Louisville sluggers necessary to ensure consistent workflows.

Meanwhile, Rarity's busy, tech-savvy clients enjoy near-instant resolutions. Thanks to Pia's automations, every employee access ticket is handled the same way. No shortcuts, no surprises. Just speed and accuracy.

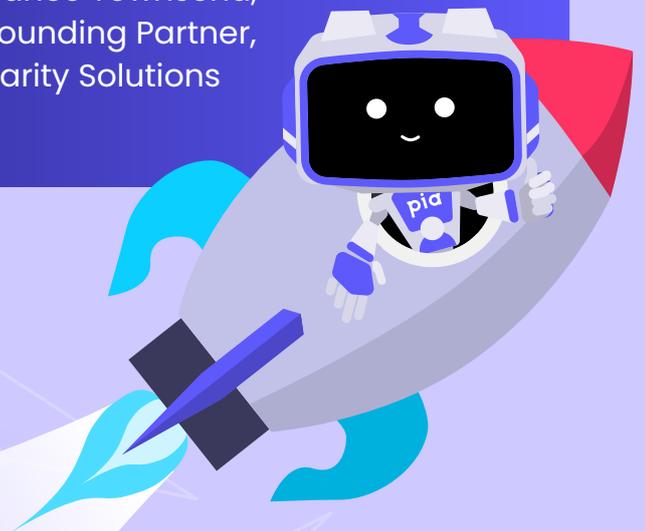
Pia's 90+ prebuilt automations also help streamline other common, repetitive tickets like password changes or browser reinstallations.

With the time savings from onboardings and offboardings alone, Rarity gets back about 12 weeks' worth of work a year, which is a big boost to its bottom line.



Pia is a boon to our organization. It's our pivot point. There are a lot of other products out there that say they do automation. But Pia's SmartForms are the only ones to offer truly *embedded* automations. That alone makes Pia worth the spend. With all our time saved, we pull in an extra \$3,000 a month.

Vance Townsend,
Founding Partner,
Rarity Solutions



Impact to the service desk



\$3K monthly savings

thanks to time saved by using Pia's embedded SmartForms



480 hours saved each year

by using Pia to automate onboardings and offboardings



89% faster ticket resolution times

cut from 75 minutes to less than 8



Want to see how Pia can help your team speed up ticket resolution, deliver more consistent client experiences AND save thousands of dollars per month?

[Book a demo at pia.ai](https://pia.ai)



pia

Pia aiDesk is an intelligent automation platform designed for managed services providers (MSPs) to optimize their operations, free up resources, and increase operational efficiencies. The platform employs a combination of hyperautomation technologies such as artificial intelligence, machine learning, natural language processing, and robotic process automation, as well as the Pia Chatbot, to rapidly analyze, route, and act upon recurring tasks. With Pia's globally patented solution, MSPs can reduce their business costs, improve client service time, boost employee satisfaction, and deliver consistent service. Pia is also ISO 27001, GDPR, and SOC 2 accredited.

For more information, visit pia.ai