

**pia**

CASE STUDY

**ComSys  
supercharges  
help desk  
efficiency with  
AI-driven  
automation**



**CLIENT**



**INDUSTRY**

Managed Services &  
Voice/Data Infrastructure

**INTERVIEWEE**

Trevor Bahannan  
Chief Technology Officer

**PLATFORM**



# Background



ComSys is a US-based technology services provider with over 30 years of experience helping businesses implement and manage secure, scalable voice and data infrastructure. The company has built a team of seasoned specialists committed to keeping pace with the fast-moving world of converged communication technologies.

Known for its hands-on service model and strong partnerships with industry leaders, ComSys works closely with customers to design tailored technology implementation strategies. Their focus: aligning technology with business goals to ensure every investment delivers measurable value and competitive advantage.

As part of its innovation roadmap, ComSys explored AI automation as a way to support continued growth, increase internal efficiency, and deliver faster, smarter help desk experiences—without compromising quality or customer satisfaction.

# The challenge

Like many fast-moving MSPs, ComSys faced a familiar set of challenges as demand on their help desk increased:

## Escalation bottlenecks

Level 1 engineers were spending time on basic, repetitive tasks like password resets and account unlocks.

## Ticket volume growth

Expanding client environments led to more support requests and increased pressure on available staff.

## Security concerns

Providing frontline staff with admin-level access to Microsoft 365 or domain environments raised compliance risks.

## Implementation fatigue

Competing AI solutions required more than 100 hours of onboarding—often with the need to hire or outsource specialized resources.

**These barriers made most automation platforms too costly or complex to justify—until ComSys found a solution that delivered real impact with minimal effort.**



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COMSYS SUPERCHARGES HELP DESK EFFICIENCY WITH AI-DRIVEN AUTOMATION

# The solution

ComSys implemented Pia, an AI-powered triage and automation platform designed for MSPs. The solution introduced a new “Level 0” support tier, enabling the help desk to resolve more tickets at first contact—quickly, securely, and without escalation.

Key benefits included:



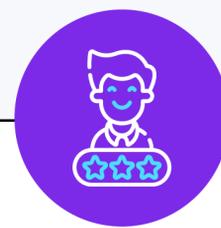
## Rapid onboarding

Pia was fully deployed in just 14–15 internal man hours. According to Trevor, “It was so laid out... we knew exactly what needed to be done, by whom, and when.”



## Secure automation

Tasks like password resets, account unlocks, and basic troubleshooting could be handled autonomously—without granting access to sensitive systems.



## Team enablement

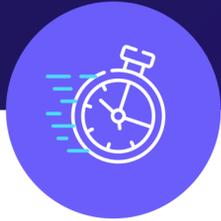
The goal was never to replace staff, but to increase capacity. Pia freed up time for the help desk to focus on higher-value work.



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# Results



## Increased efficiency

- The new Level 0 support capability—powered by Pia—now resolves more tickets than Level 1.
- Repetitive issues no longer need to be escalated, and first-contact resolution is significantly faster.



## Better use of resources

- Two team members were reassigned to dedicated roles elsewhere in the business.
- The help desk team maintained full coverage and service quality with fewer people.



## Improved customer experience

- Customer satisfaction scores improved.
- “Gold alerts”—positive shout-outs from clients—increased as a direct result of faster resolution times.



## Sales impact

- The company’s sales manager experienced a printer issue Pia resolved it in 20 seconds. That moment became part of the sales team’s pitch to clients, reinforcing ComSys’s ability to deliver fast, intelligent support.
- “Just wait until you open a ticket with us—you’ll see how fast we can fix it.”



# Looking ahead

Trevor and the ComSys team are excited about what's next. They see AI not just as a support tool, but as a core enabler of how they'll serve both internal users and clients moving forward.

Future areas of exploration include:

- **Internal knowledge assistants** for team members to instantly access documentation
- **AI-powered personal task bots** to manage workloads and highlight missed actions
- **Client-facing automation tools** that allow end users to resolve common issues on their own
- **Proactive insights from AI-driven analytics** to inform training, ticket deflection, and workflow improvements

# Key Metrics

# Pia & Comsys



*AI Triage was a game changer for us. Being able to intelligently route tickets based on key phrases or classification has drastically improved response times and efficiency.*



**Daniel Salser-Weiss,**  
*DevOps Engineer, Pavelcomm*

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# Key Metrics



14–15 man hours  
to fully onboard Pia



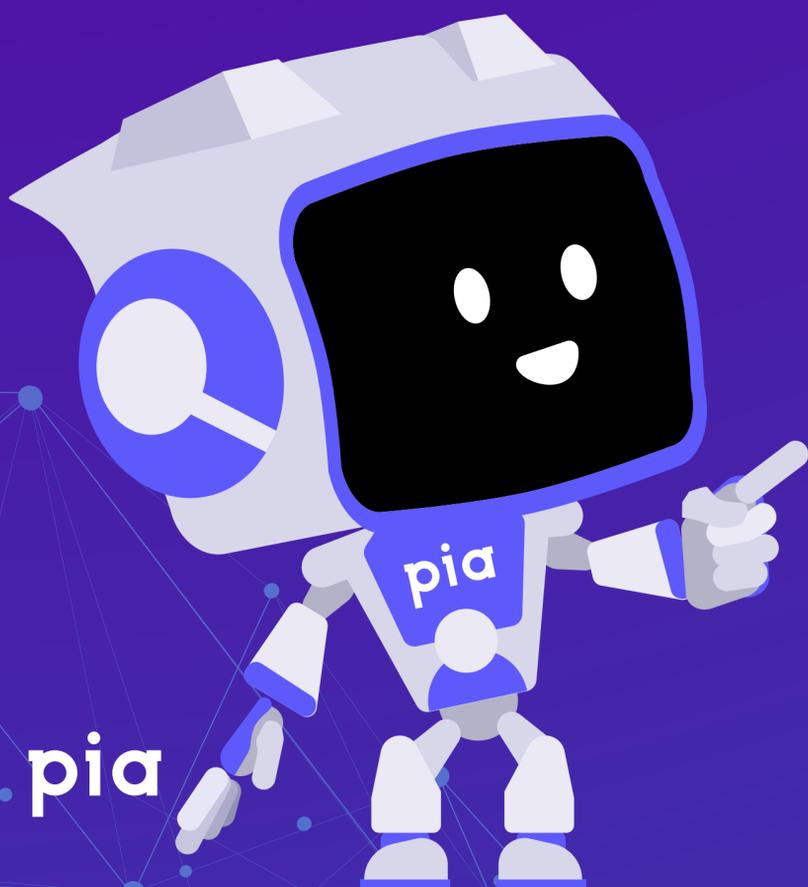
Level 0 support now  
resolves more tickets  
than Level 1



2 help desk staff  
reassigned to new roles  
with no loss in coverage



Increase in positive  
customer feedback  
("gold alerts")



pia



*AI Triage was a game changer for us. Being able to intelligently route tickets based on key phrases or classification has drastically improved response times and efficiency.*



**Daniel Salser-Weiss,**  
DevOps Engineer, Pavelcomm

# Ready to **transform** your help desk?

**The help desk doesn't have to be just another cost center.**

You've seen how ComSys introduced Level 0 automation to resolve more tickets at first contact, reduce escalation pressure, and maintain service quality without adding headcount.

That's exactly what Pia is designed to do for MSPs.

Built specifically for MSP service delivery, Pia helps teams automate common requests, orchestrate service workflows, and deliver faster, more consistent support across the service desk without requiring specialized engineers or risky admin access.



## See how this could work for your MSP

-  Resolve more tickets at first contact with Level 0 automation
-  Reduce escalation volume by automating repetitive service desk tasks
-  Deploy automation quickly with structured onboarding and minimal effort

[\*\*BOOK A DEMO HERE\*\*](#)

**See how many service tickets you can completely automate away!**

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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](https://pia.ai)