

Platform²⁴
doing IT different

pia
automate IT




How Platform 24
SUPERCHARGED
their service desk with
PIA AIDESK



Company Story



Platform 24 is a Sydney-based Managed Service Provider (MSP) specializing in hardware, software, maintenance, support, and administration. Platform 24 has been delivering IT services for over 20 years. What started as servicing the needs of small businesses across Inner West and Sydney CBD soon expanded into a much larger business model, shifting away from break-fix and into a full-fledged MSP that caters to the masses across Australia.





The Challenge

With their valuable time, energy, and efforts dedicated to serving numerous clients across multiple geographic areas, Platform 24 faced the challenge of handling a significant volume of tickets. The manual ticketing process consumed considerable time and effort from their support staff, leading to delays in ticket resolution.

Understanding the impact of these delays on customer satisfaction and response time, Platform 24 recognized the need to find a solution to help them automate their most time-consuming and costly tickets, improve their operational efficiency, reduce manual intervention, and optimize resource allocation to deliver efficient services without increasing business overheads.

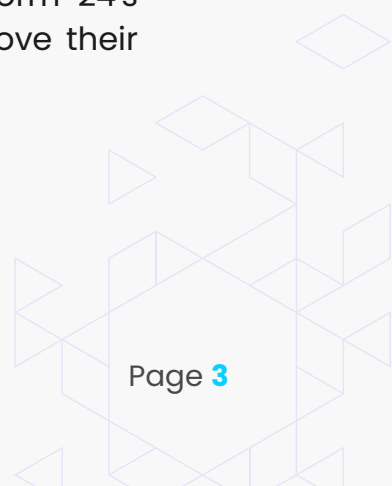




why pia aiDesk

Platform 24 needed more than another workflow-building tool linking their existing systems. They required an intelligent automation platform that could resolve end-to-end service tickets, allowing them to solve a significant portion of them autonomously.

Pia aiDesk was selected as the perfect solution to tackle Platform 24's challenges. Built by an MPS for MSPs, Pia understands how operational efficiency impacts business costs and customer satisfaction. An insight that allowed Pia aiDesk to meet and surpass Platform 24's business expectations while supporting their efforts to improve their customers' experience.



Why pia aiDesk

Increased productivity

By utilizing Platform 24, Pia aiDesk has reduced service desk workloads and minimized the number of technicians it needs to work out of hours. This yielded numerous benefits, including enhanced employee productivity and work-life balance, and allowed Platform 24 to invest in other business areas.



Since implementing Pia aiDesk, we have seen a reduced workload for our Level 1 Engineers, especially regarding new user tickets, user termination tickets, and email delegation/ mailbox permissions. Thanks to Pia, we have been able to automate the tasks which take up the most time, and the engineers now have more hours in the day to focus on other aspects of their roles without too many interruptions

Munashe Tsindikidzo
ICT Business Analyst, Platform 24

Why pia aiDesk

Faster ticket resolution

Thanks to its hyperautomation capabilities, Pia aiDesk can perform tasks much quicker than a human can, enabling Platform 24's tasks to be completed quickly and efficiently.



Pia enabled us to implement a new Computer Profile Setup Process, which has reduced our new starter calls with the Engineers from 45 minutes to just 15. More so, we have configured our Client Facing Ticketing Platform to routing Pia Serviceable tickets to the appropriate board/status – which is serviced by specific quick fix Level 1 Engineers – and again, the result for the client has been faster resolution time with quick fix tickets which Pia has serviced in the background

Munashe Tsindikidzo
ICT Business Analyst, Platform 24



Why pia aiDesk



Increased Customer Satisfaction

By leveraging the features of Pia aiDesk, Platform 24 has improved turnaround time and reduced human error, providing the fast, dependable, and quality service that customers appreciate and have come to rely on



Since implementing Pia, we have been able to automate our user termination tickets. No matter the time of day, the tickets are always managed, as no human interaction is needed once the termination has been scheduled. Clients have noticed a reduction in missed out-of-hours user termination requests.

Munashe Tsindikidzo
ICT Business Analyst, Platform 24



Final Results

Thanks to Pia ai Desk, Platform 24 has been able to handle their large quantity of service tickets more efficiently and accurately, in turn allowing them to thrive and achieve outstanding business results, including:

- ✓ Faster ticket resolution time
- ✓ Lower missed ticket schedules
- ✓ Higher client satisfaction rate since consistently meeting a 90%+ SLA threshold across all their clients, thanks to Pia always meeting the quick-fix SLA
- ✓ Higher ticket single-touch percentage
- ✓ Improved ticket Kill Rate for Level 1 Engineers

About pia aiDesk

Pia aiDesk is an AI-led automation platform that integrates with existing IT service management tools to streamline processes, free up resources, and boost operational efficiencies for managed services providers (MSPs).

Pia combines hyperautomation technologies, including artificial intelligence, machine learning, natural language processing, robotic process automation, and the Pia Chatbot to quickly analyze, route, and action repetitive tasks, such as user onboarding and termination, mailbox and group management, password resets, and active administration changes.

Pia's globally patented aiDesk solution enables MSPs to reduce business costs, improve client service time, increase employee satisfaction, and deliver consistent service.

**To learn more about
Pia's aiDesk, why not
book a demo with one
of our automation
experts today?**





Through our partnership with Pia, we hope to continue building upon our client satisfaction rate and improving our ticket lifecycle. We might also implement a chat functionality in our client-facing ticketing platforms since Pia serviceable tickets can be initiated by Level 1 Engineers simultaneously. This will go a long way in improving our communication/response time with Clients. We look forward to continuing to grow and scale Platform 24 using Pia to support our service desk

Munashe Tsindikidzo
ICT Business Analyst, Platform 24

