



USE CASE

Healthcare



## SERVICE DESK DIGITALIZATION WITH AI IMPLEMENTATION

Implemented in: Chile

### Challenges:

- **Conduct a detailed consulting assessment** of the client's current processes and maturity level.
- **Provide a solution aligned with the recently implemented ITSM (IT Service Management) framework.**
- **Improve communication efficiency** between users and technology platforms.
- **Comply with data security and confidentiality standards.**
- **Digitize at least 60% of interactions by the third year.**

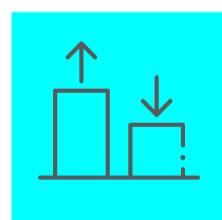
### Business objective:

Modernize the hospital's service desk through digitization and the application of **Generative AI**, with the objective of optimizing support and incident resolution processes, increasing operational efficiency, and delivering an agile, transparent, and high-quality user experience for approximately 40,000 users across administrative/corporate, hospital, academic, and technology profiles.

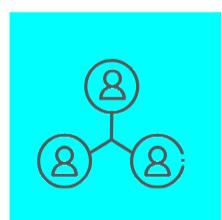
## Solution Benefits:



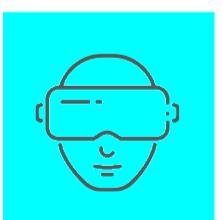
Position the hospital as a public-sector technology benchmark, generating positive social impact.



Greater operational efficiency.



Service desk digitalization, enabling more agile communication with users.



Improved response times through the application of AI agents with automatic prioritization.



Increased user satisfaction, driven by more specialized support.



Enables fast and accurate usability queries, diagnostics, and resolution (Medical Tech Assistance).