



CASE STUDY

Healthcare



Intelligent Digitalization Solution for Healthcare Service Desk Operations

Implemented in Brazil

Challenge:

Transform manual and fragmented support processes into an integrated digital operation, increasing efficiency and service quality in a critical, data-sensitive environment, with reduced response times, improved communication between users and platforms, and full compliance with security and service management standards.

Solution:

- Digitization of the service desk using artificial intelligence applied to healthcare IT services.
- Process consulting and operational maturity assessment as the foundation for transformation.
- Integration of the service desk with ITSM practices, ensuring governance and standardization.
- Automation-oriented platform focused on specialized support and continuous improvement of the user experience.

Benefits:



Progressive digitalization of interactions, achieving a high level of service automation.



Significant improvement in response times through intelligent prioritization using AI agents.



More agile and efficient communication between users and IT services.



Increased user satisfaction through more specialized support.



Fast and accurate support for diagnosis, usability, and resolution of clinical and technical demands.

Tags: ITSM; Digital Service Desk; Applied AI; User Experience; Digital Health; Service Automation.