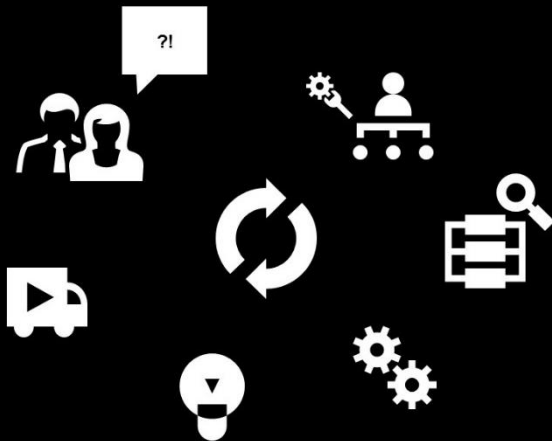


# Intelligent Self Service

## Automated Support Platform using Predictive Analytics

Help desks are the first point of contact for users running into issues with any IT or business system. Unfortunately, help desks are oftentimes overwhelmed by the amount of user requests and the increasing complexity of the system landscape. This leads to a delay in response times and ultimately to a roadblock for the user. Together with LexaTexer – a next generation software for predictive analytics – we address these challenges with our Intelligent Self Service, an automated support platform. This technology helps identifying a problem's origin and provides information about incidents that occur on a regular basis. Based on these insights, we are able to prevent such incidents in advance.



### Benefits

- ▲ Client-centric support platform
- ▲ Holistic data analysis through text analytics, sensor readings and machine learning
- ▲ Actionable knowledge rather than uninterpreted information
- ▲ Improving service quality and accuracy

**LexaTexer**<sup>®</sup>  
predictive analytics as a service

- ▲ Berlin, Germany | 2016
- ▲ LexaTexer is next generation software for predictive analytics

