

# PeopleReign Success Story

## Better IT service through AI makes 14,500 employees in 25 countries more productive for a Fortune 500 financial services provider

### The Problem

The organization faced these challenges:

- High turnover on the level one service desk
- High volume of routine IT requests
- Over an hour of research per ticket
- Obsolete content in the Knowledge Base
- Growing backlog
- Low customer satisfaction

### The Solution

Thanks to PeopleReign, every ticket is now triaged by AI and routed to the best team based on skills, geography, and workload.

Once received, live agents now get a list of next best actions based on ten different data sources including ServiceNow Knowledge Management, SharePoint, social posts, and internal FAQs. When the agent selects the right answer, they “pin” it to the ticket and PeopleReign learns from the feedback.

Answers continuously improve. MTTR continuously decreases. Now that there’s less time triaging and researching, the IT organization is spending 20 hours more per week researching backlogged issues, investigating the root cause of problems, and authoring better knowledge content.

### About the company

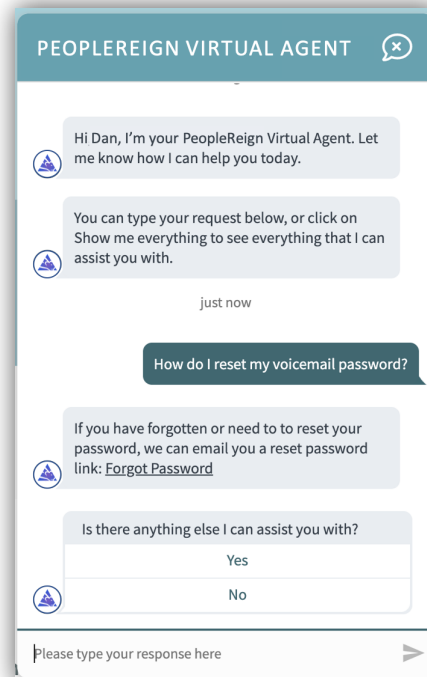
One of the world’s leading reinsurance companies

- More than 14,500 employees
- 70 offices in 25 countries
- Generates over \$33 billion in annual revenue

“We evaluated over a dozen AI solutions and only PeopleReign made it easy to automatically route our tickets, suggest the right answer to agents from ten different content sources, and reduce our time to train junior agents from about two weeks to two days.

The CIO asked about our AI strategy. We didn’t have one before. Now we proudly tell him our AI strategy is PeopleReign. We couldn’t manage without it!”

**-Senior Director, Global IT**



## The Global IT Director wanted to deliver better service and more consistent answers with less friction. She turned to PeopleReign.

### What's ahead?

Based on the success this organization has had with PeopleReign Classify for routing and Recommend for smart solutions, they plan to deploy the PeopleReign virtual agent for chat and email next to automate the resolution of password resets, application provisioning, and ticket status checks.

"Our experience with PeopleReign has been very positive. Our employees and agents can't wait to provide PeopleReign to our employees through chat on the self-service portal and email. We're proud to be making an impact for all of our employees. **This is the future of work!**"

### AI in a high-security enterprise environment

PeopleReign's AI-first, hardened cloud architecture allowed this organization to deploy automation at scale using controls approved by the company's information security team. All employee data is encrypted at design time and AI models called via API at run time contain only obfuscated content used to make recommendations and predictions. PeopleReign is a containerized solution deployed in the cloud or on-prem, is GDPR compliant, can be deployed in EU datacenters, and supports multiple public and private cloud environments.

### The Results

- 86% less training time for new service desk agents
- 45% reduction in call volume due to higher first-contact resolution
- 25% reduction in MTTR due to less research per ticket
- 2.5 days per week of additional time spent resolving backlogged issues, investigating problems, and improving obsolete knowledge articles
- 37% improved customer satisfaction and 90% fewer "dissatisfied" customers

According to the organization's Vice President of Customer Experience and Digital Delivery: "We're committed to providing the best possible experience for our employees when they have technology questions or issues. AI-driven automation is a big part of how we're reducing wait times and providing better answers. **We evaluated other solutions but only PeopleReign owns the lifecycle of service requests.** We're excited about the results and expect big things from our partnership with PeopleReign!"

