

SUCCESS STORY

PeopleReign helps one of Europe's largest IT service providers deliver exceptional service experiences and save five million euros annually.

The organization provides IT and cybersecurity managed services to more than 900 businesses across Europe. It employs more than 5,500 employees and has an annual turnover of more than 3.3 billion Euros. It has been in business 48 years and has received more than 50 awards for excellence in service delivery.

PeopleReign is proud to support the organization's mission.

How we partner

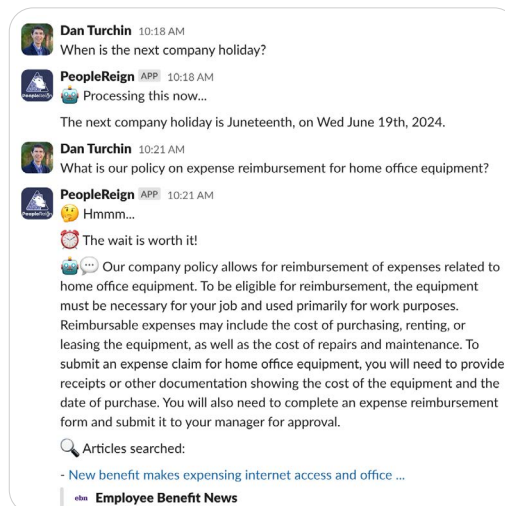
THE CHALLENGE

The organization has been in business nearly 50 years and is implementing a strategy to ensure profitable growth for the next 50 or more. To achieve continued success, leadership acknowledged shifting market dynamics. Larger service providers are offering lower-quality, lower-priced IT and cybersecurity services by building large call centers in markets where labor costs are low. Customers expect premium service but this organization realized that they can't reduce prices to match competitors and also invest in ambitious expansion plans.

THE SOLUTION

Leadership turned to PeopleReign AI to scale people and processes with better technology. Rather than engage in a "race to the bottom," they realized innovation is the path to success.

The PeopleReign virtual agent speaks 27 languages and is available to autonomously resolve common IT issues for end-users. Automating about 60% of all inbound requests has unlocked resources to resolve non-standard issues where human intervention is required.



"After much research with Microsoft, ServiceNow and others, PeopleReign's value proposition of flexibility, team, customer service, a long history of no negative press and an ROI <10 months has earned them a multi-year contract."

CIO
EUROPE'S LARGEST
IT PROVIDER

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When the virtual agent isn't sufficient to resolve end-user issues, it uses sentiment analysis to detect that a live human is required. It uses skill-based routing and AI from PeopleReign Classify to find and engage the best live human to resolve the issue. PeopleReign Recommend then embeds the set of next best actions in the ticket to provide real-time coaching to the live agent.

Now, nearly every issue is resolved the best way the first time. End-users spend less time waiting and call center agents focus on what humans do best: finding creative solutions, exercising empathy, and interactively collaborating with end-users to solve problems.

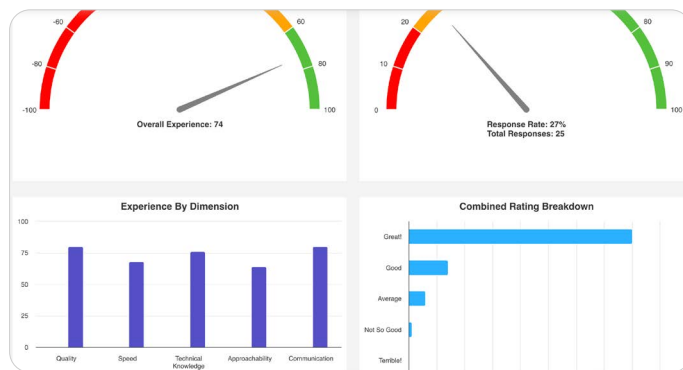
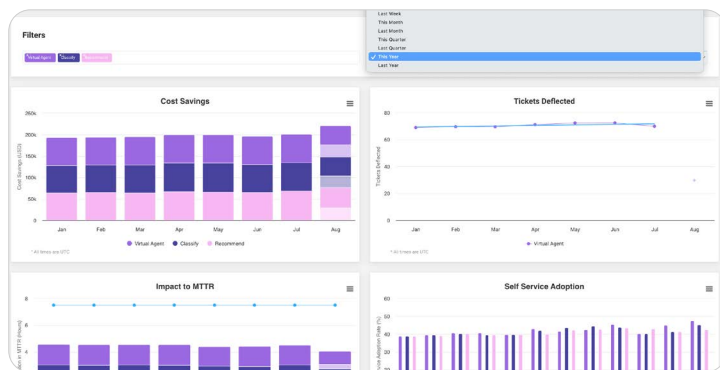
End-users should be offered a combination of the best AI capabilities when automation is sufficient along with the best human capabilities when it isn't.

THE RESULTS

End-users report significantly higher levels of satisfaction with PeopleReign AI. They spend less time waiting, have fewer issues, and feel like their time is valued. In less than a year, this organization saved more than five million euros that is being used to invest in expanding into new markets with new service offerings.

By partnering with PeopleReign, this organization went from struggling to close new customers to offering higher-quality services, value-added automation capabilities, and better user experiences.

As a result, it has regained its competitive edge, improved profitability, and is back to focusing on investing in employees and growing market share to remain the leader in its category for the next 50 years and beyond.



Ready to learn more?

Scan the QR code for product demos and customer testimonials or visit our YouTube channel.