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# AI and the future of employee service

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# Why are we here?

- No, really. Why are we here?
- What does it mean to be a service provider in the era of automation?
- How will AI-driven automation impact the next billion employees?
- What is the future of work?
- What are five ways to ensure your AI strategy is successful?



“The best CIOs are taking on a more strategic role beyond technology implementations. They’re focused on meeting business needs and responding to market demands.”

PwC, April 2019



## Meta trends impacting IT

- Shifting **demographics**
- **Globalization** of the workplace
- **Consumerization** of enterprise technology
- Every company is a **software** company



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# IT needs a seat in the board room

1. Create compelling technology-driven employee experiences
2. Use technology to deliver better business outcomes
3. Use automation to free up resources for strategic projects
4. **Use AI to make better decisions and automate the learning process**

\$22



\$3

150



15

45%

38%

# Investing in employee experience pays

Companies that invest in employee experience have:

**2.8x**

Higher revenue  
per employee

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**4x**

Higher profit  
per employee

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**12%**

Higher employee  
productivity

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**40%**

Less  
turnover

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Source: [HBR](#) [University of Warwick](#)

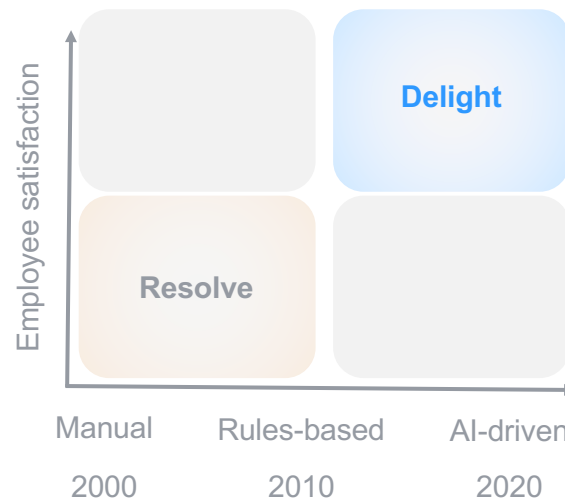
# Reduce your mean time to **delight**

In the era of automation, employees expect more than is expected.

“Every time you meet expectations you miss an opportunity to **exceed them**. Winning organizations **delight** customers.”

McKinsey  
& Company

McKinsey Quarterly



“Learn from the **automation paradox**: when automation takes over the easy stuff, what remains is the hard stuff. Doing the hard stuff well will differentiate service providers in the future.”



Charlie Betz, Forrester

# The future of employee service

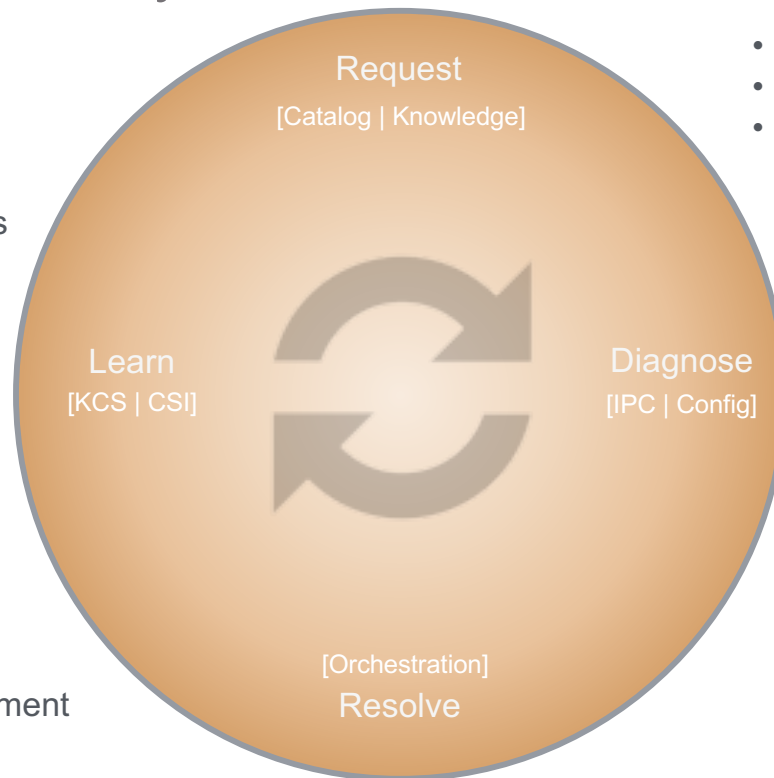
Automate the service lifecycle



- RCAs
- Knowledge gaps
- Upskilling



- Orchestration
- Social validation
- Continuous improvement



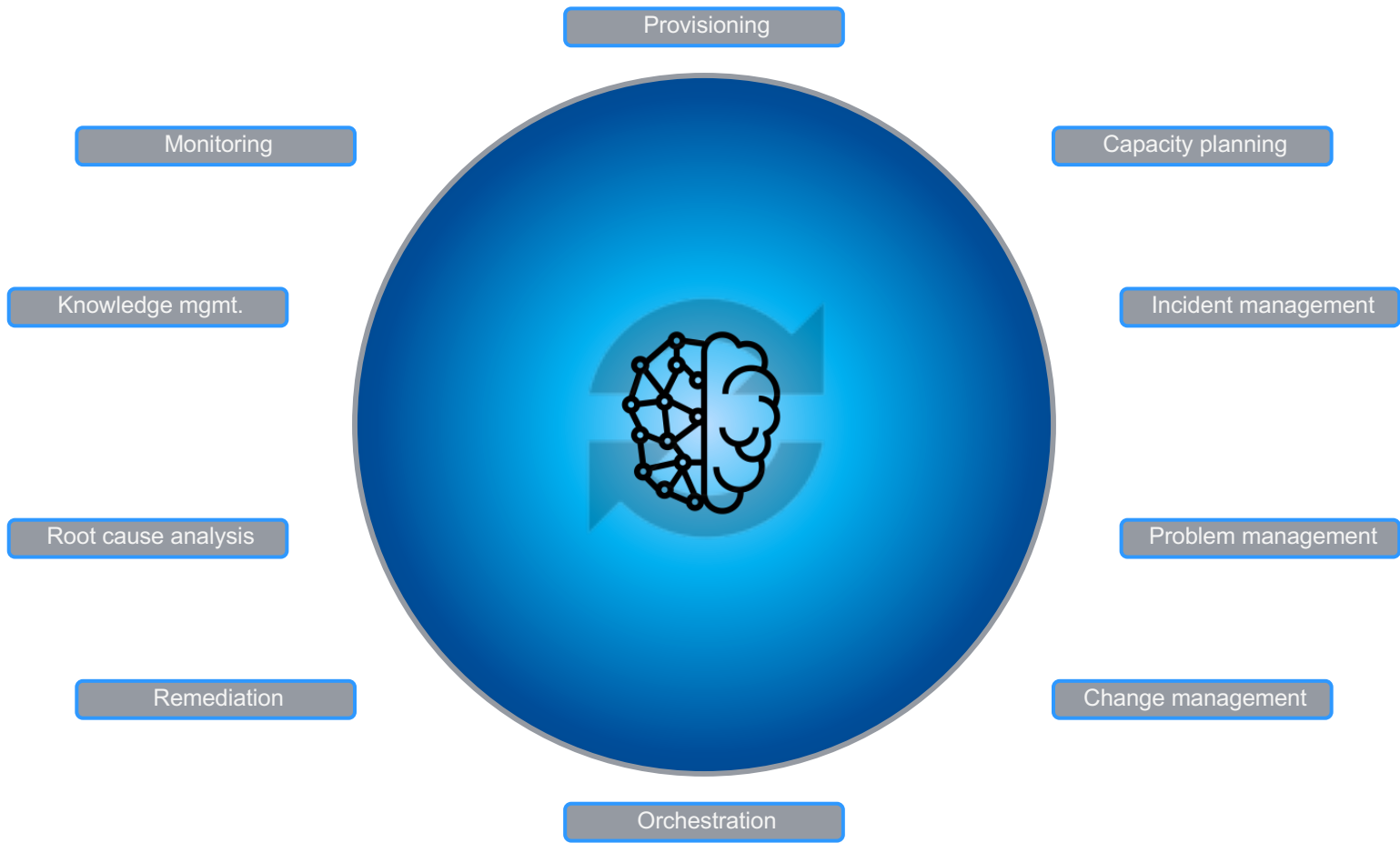
- NLP-driven self-service
- Domain-aware intent detection
- Infrastructure-aware service



- Contextual handoffs
- Trending issues
- Configurable thresholds



# How AI is used in IT

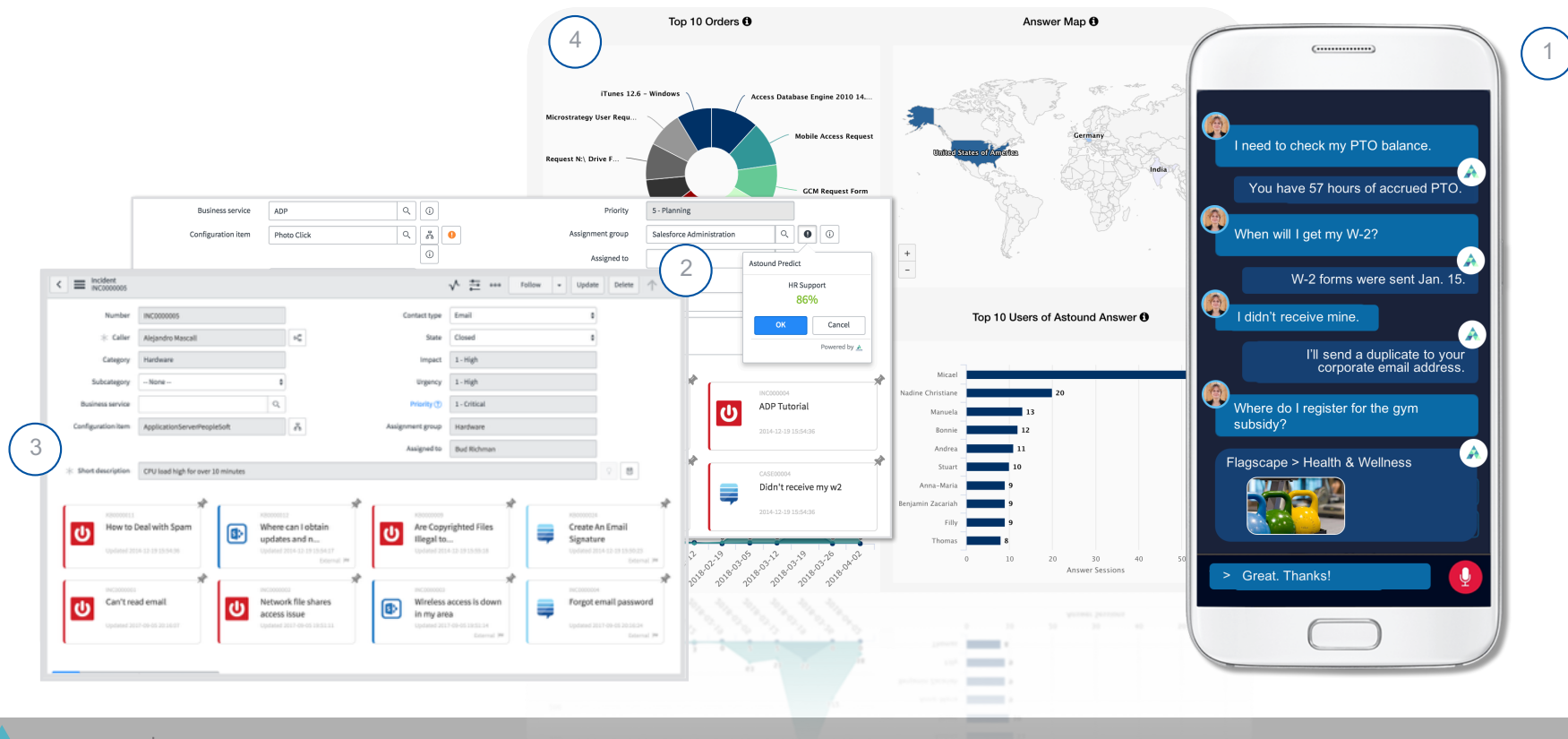


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# Four common use cases

Add a layer of intelligence to the service lifecycle





# Billions [more] served... thanks to AI

Automation reduces downtime... for two million employees in 40,000 restaurants.

"We started using AI to route tickets and within weeks it automated our manual process. It saved us \$3M in the first year. We have big plans for AI!"



Joel Eagle  
McDonald's Sr. Director  
Technology & Architecture



# Innovative apparel... thanks to AI

Better internal service means better products... faster.

"Nobody used our service portal before Astound. It was too complicated. Now, employees use Astound Answers to get service first. It's better than calling the help desk!"

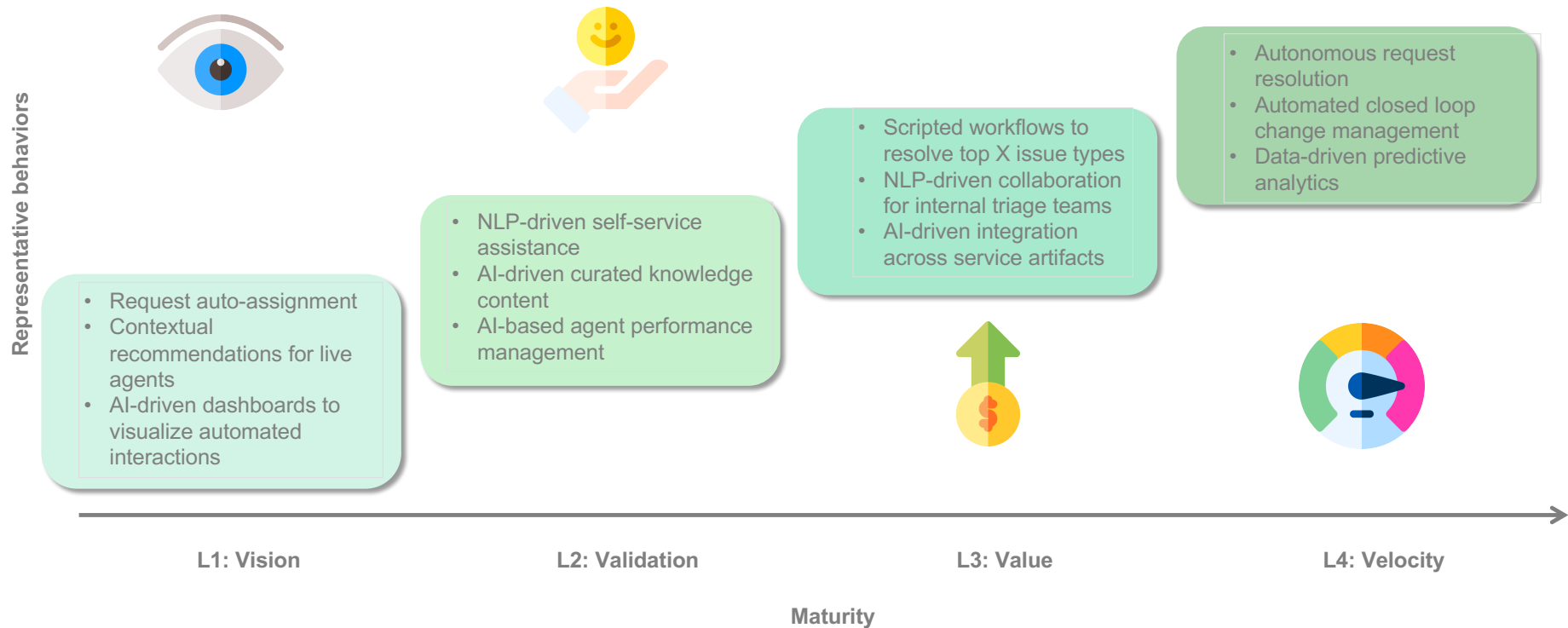


Tom Boates  
adidas Sr. Director  
IT Service Management



# AI in the enterprise

## The “Four Vs” maturity model



# How to achieve L4 maturity

## Five best practices



1. First, **make humans smarter**.
2. Define **source data and KPIs** with business stakeholders.
3. Share the vision and **demonstrate leadership** support.
4. Cut the **cord**.
5. Train. Measure. **Reward**.



# The future of work

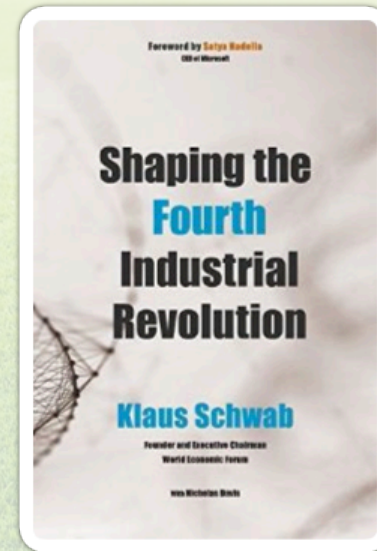
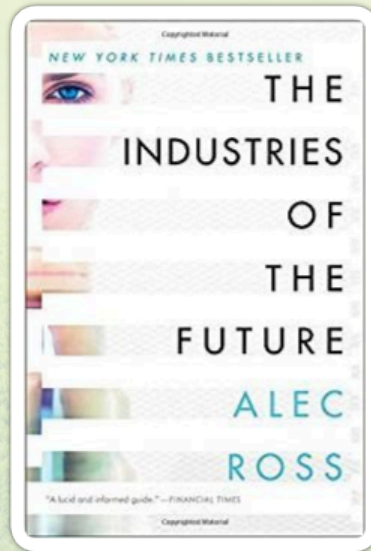
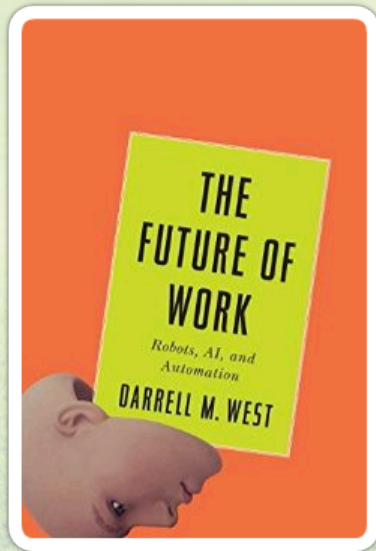
## Discussion questions

1. How will the role of IT change in the next five years?
2. What is your strategy for improving the employee experience?
3. How do you measure service quality?
4. How can leaders educate their teams about the benefits of AI-driven automation?





# Further reading





The background of the slide is an abstract composition of numerous thin, curved lines in shades of blue, teal, and orange, creating a sense of motion and depth. On the left side, there is a large, dark grey opening quotation mark.

“

**The pace of innovation has never been  
faster than it was yesterday and it will  
never be slower than it is today.**



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# Questions?

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