

# Akima ACE™

## Automation for Complex Enterprises



Akima ACE is a proven process for implementing an automated tier 0/tier 1 enterprise service desk. Through intelligent automation and an intuitive user interface, an automated service desk built with Akima ACE can self-diagnose common computer and IT issues allowing IT staff to focus on higher priority issues. Automating your enterprise service desk reduces costs on IT support, improves customer experience and streamlines routine tasks.

### Benefits of Automation with Akima ACE

- Enables 24/7/365 automated diagnostic resolution
- Improves quality of service through reduction in hold times and call abandon rates
- Quickly resolves common user issues
- Requires little to no user technical knowledge
- Utilizes IT staff more efficiently
- Adaptability to environment
- Mobile platform accessibility
- Easy-to-use interface
- End state only requires user to call help desk when there is no connectivity or an emergency

### Proven Performance: U.S. Air Force

Following the migration of the U.S. Air Force (USAF) users into a single active directory domain, the USAF enterprise service desk was quickly overwhelmed and unable to address 50% of the help tickets. A centralized enterprise service desk of this size, scope and criticality was no longer feasible without significant automated functionality.

Leveraging the Akima ACE process, Akima subsidiary TKC Global developed the Air Force's virtual Enterprise Service Desk (vESD) - a self-help application providing tier 0/tier 1 enterprise service desk support capabilities.

A client-based automated tool set, vESD was designed to resolve email, network, software, hardware and phone issues without ever engaging IT staff. Implementing this intelligent expert system has made substantial, measurable improvement for the USAF, saving money, man hours, and improving the overall level of service.

### Key Metrics

Key metrics demonstrating vESDs operational efficiency, include:

- Implemented for Air Force in SCCM and remedy environments
- Currently supports more than 650,000 users on more than 585,000 computers
- Performs most tasks without an active network connection
- Reduced IT man hours by 200,000
- Reduced ticket submission time from up to an hour to under 10 minutes
- Saved the USAF \$14 million on user IT support\*
- Handles more than 10,000 tickets per week
- Reduced return to service time from days to hours

### Contact Us

For more information on how you can automate your IT service desk with Akima ACE, visit [www.akima.com/ace](http://www.akima.com/ace) or contact: Bob Huebner, Vice President, Business Development  
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\*As reported by the U.S. Air Force