

# Introducing the world's first Intelligent IT Service Management Platform designed and developed in Australia

*Servicely.ai developed by Entrepreneurs who brought ServiceNow to the ANZ market, delivers the first intelligent ITSM platform designed for the mid-market*

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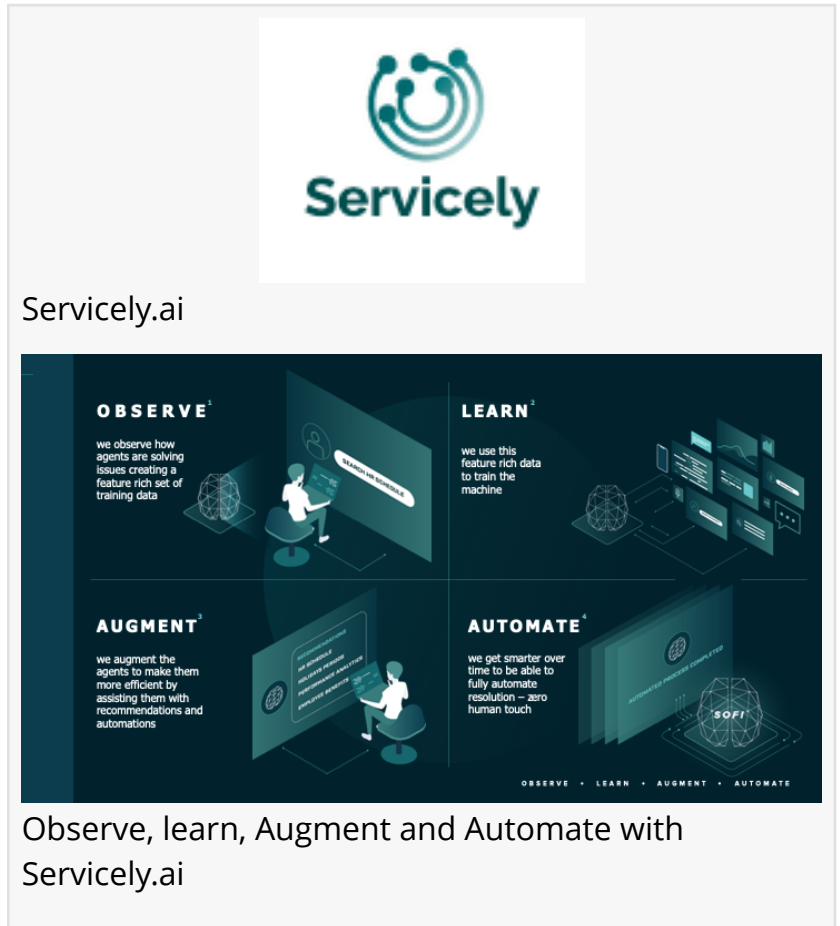
Introducing the world's first Intelligent IT Service Management Platform designed and developed in Australia

Servicely.ai developed by a team of Entrepreneurs and industry veterans who introduced ServiceNow to the ANZ market, delivers the first intelligent IT service management platform designed specifically for the mid-market customer.

Servicely offers an integrated and intelligent service management platform with out-the-box ITIL aligned Service Desk functionality. Offering customers, a viable alternative to the complex and costly legacy vendors. As an integrated and extensible platform Servicely allows customers to extend the Servicely platform to manage non-IT workflows across the business, all on a single system of record.

With our proprietary AI engine leveraging the latest developments in machine learning and natural language understanding, the Servicely platform helps customers:

- Improve self-service resolution
- Improve customer service satisfaction



The image displays the Servicely.ai logo at the top, which consists of a stylized circular icon with three human figures and the brand name 'Servicely' in a teal font. Below the logo is a 2x2 grid of four panels, each illustrating a stage of the AI process:

- OBSERVE<sup>+</sup>**: "we observe how agents are solving issues creating a feature rich set of training data." The illustration shows a person at a computer with a large screen displaying a search bar and a network diagram.
- LEARN<sup>+</sup>**: "we use this feature rich data to train the machine." The illustration shows a person at a computer with a large screen displaying various data visualizations and charts.
- AUGMENT<sup>+</sup>**: "we augment the agents to make them more efficient by assisting them with recommendations and automations." The illustration shows a person at a computer with a large screen displaying a list of recommendations and automation options.
- AUTOMATE<sup>+</sup>**: "we get smarter over time to be able to fully automate resolution – zero human touch." The illustration shows a person at a computer with a large screen displaying a 'SOFT' (Software) interface and a network diagram.

At the bottom of the grid, the text 'OBSERVE • LEARN • AUGMENT • AUTOMATE' is displayed.

Servicely.ai

Observe, learn, Augment and Automate with Servicely.ai

- Reduce call handles times through Agent Augmentation & Automation
- Help deliver a consistent service experience
- Lower TCO for the Service Desk
- Improved business productivity

“Our solution reduces the cost and skills required within the IT department” says CEO and co-founder Dion Williams. For example if a company of 3,5000 employees can expect to on average 10,000 calls per month to the Service Desk, the rough cost is \$15 per call making the cost \$150,000 p/m - using Servicely, you can reduce your costs by 40% saving \$720,000 annually”

Servicely has been in development for 36 months building the capabilities of a service desk with AI at the core, making Servicely the only fully integrated intelligent service management platform on the market today.

“We have solved the complexity of requiring a team of data scientists to make it work, using our unique approach to using AI to deliver value to the business.”

For a brief introduction to the Servicely platform, you can view our [video here](#)

If you would like to get in touch or simply learn more, please get in touch with [info@servicely.ai](mailto:info@servicely.ai)

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