



Press Release

Computacenter and Konverso Launch Virtual Assistant Offering to Accelerate Automation of Enterprise Support Functions

Paris, October 31, 2018 – Computacenter has selected Konverso to offer its customers a virtual assistant that optimizes service desk operations. This offering, based on artificial intelligence technologies and operated by a service leader, aims to increase the productivity of the Service Desk, simplify the life of the employee and improve the quality of service.

Improve Service Desk missions

Deploying artificial intelligence solutions for the Service Desk promises efficiency gains. Service Desk departments aim to optimize internal support by increasing end-user satisfaction and improving operational efficiency and SLAs. To improve service desk user satisfaction, the Virtual Assistant will help reduce incident processing time, accelerate the deployment of digital applications and increase the success of self-services. Operational efficiency will be improved as the number of calls to the Service Desk will be reduced. Time-consuming and recurring actions will be delegated to the virtual assistant, while teams will be redirected to value-added activities. SLAs will be improved by eliminating routing errors and reducing dropout rates.

Konverso's Kbot for IT Service Desk Solution Operated by Computacenter for Customers

Computacenter took the time to analyze customer's needs and the value that virtual assistants could provide in addition to human teams. With many years of investment in knowledge management and process automation (known as Robotic Process Automation - RPA), Computacenter wanted to offer its customers an intelligent virtual assistant, integrated with customer's IT infrastructures and extending the efficiency of knowledge management and process automation (RPA). Computacenter, which implements this solution for its own needs, aims to deploy it to twenty of its customers by the end of 2019.

Long-term engagement

The Computacenter teams will offer their customers the Konverso platform and will build on the strengths of the solution: an intuitive back office, pre-packaged solutions and Machine Learning, NLP, or Analytics modules, as well as integrations in Knowledge Management and RPA solutions. This offer can be operated in a hybrid model (either in the public cloud or in a private datacenter). Customers can select the scope of their project based on their maturity level. Beyond the solution, the customer can opt for change management offering, in order to maximize end user adoption.

About Computacenter

Computacenter is Europe's leading independent provider of IT infrastructure services, enabling users and their business. Rooted in core European countries Computacenter combines global reach with local expertise. Computacenter operates Infrastructure Operations Centers and Group Service Desks across Europe, South Africa and Asia from which employees provide user support in 18 languages. Customers with global requirements are served through an extensive international partner network, which mirrors the requirements of our European-headquartered client base.

About Konverso

Konverso is an innovative software company which has developed an AI platform to deploy conversational self-services, workflows, and automation processes that address the most common incidents and service requests in enterprise. Konverso supports its customers which want to harness the power of Artificial Intelligence to optimize enterprise support functions. Founded in 2017, the company is based in Issy-Les-Moulineaux. Konverso won an Innovation Award from the Ministry of Research.

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