

# The AI Engine to **Transform** Your IT Support

Data about your systems and users is the most powerful asset your service organization has, yet 93% is unstructured and effectively unsearchable. Leverage CrushBank's powerful AI engine to bring order to the chaos and achieve unmatched access, insight, and speed to resolution that lowers costs and increase user satisfaction.

## Deploy more people or implement CrushBank

Technical resources are scarce, salary costs are increasing rapidly, workforces are becoming distributed and business needs are increasingly complex. To address these issues, without simply increasing headcount or outsourced costs, you need to better leverage your data. With CrushBank, technicians are presented with all relevant information for solving the problems, on a single screen.



## Boost Your Outcomes

**Cut ticket escalations**

**Increase tickets closed per technician**

**Automate the categorization of your ticket data**

**Improve end user satisfaction**

**Turn technician interactions into corporate intellectual property**

**Make new technicians valuable immediately**



# How We Transform Your IT Support

- ✓ View relevant information from across all your data sources to help resolve new tickets
- ✓ Identify missing data and create tickets to address them
- ✓ Use Natural Language Processing to present ranked answers based on thousands of hours of IT model training, concepts and keywords
- ✓ CrushBank can display results in your native desktop
- ✓ Bring in content and documents about your business applications (ERP, CRM, HRIS, EHR etc.)
- ✓ Learn from every interaction to store experiences and improve future responses
- ✓ Integration built on native APIs allow for real-time updating of system data within the platform
- ✓ Ingestion of data from all your platforms, including ticketing (ServiceNow, ConnectWise and more), Microsoft Teams and SharePoint, configuration data, internal documents, emails
- ✓ Leverage text-based analytics and root cause reporting for evaluation of user sentiment within tickets

## Unlock the power of your data with CrushBank.

Unlock the power of your data with CrushBank. This is not search. Our AI engine provides unmatched access, insight, and speed to resolution to your data across multiple platforms and data sets. Optimize productivity, profitability, and end user satisfaction with a single view that brings information right to your fingertips to resolve IT support tickets.

## What Sets Us Apart

- ✓ Simple onboarding
- ✓ Simple data ingestion
- ✓ Simple AI training
- ✓ Bring your own data
- ✓ Data and escalation best practice
- ✓ Enterprise security protocols
- ✓ SOC2 compliance
- ✓ Your data in a single results view

## Make Your Data Smart

Transform your IT support with the CrushBank AI Engine.  
Schedule your CrushBank demo today.



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