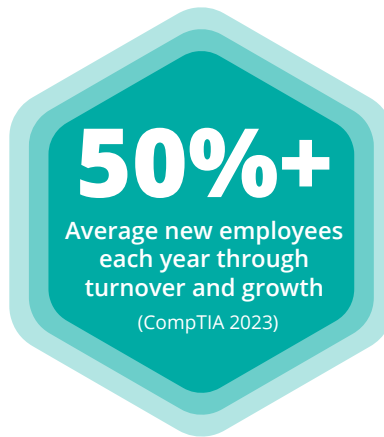# CRUSH|BANK

The Answers You Need For Your Service Desk

Frontline turnover is averaging more than 50%, salary costs are increasing by 20% or more. Meanwhile, 90% of data is unsearchable, causing delays in solving problems. To address these issues, without simply increasing headcount, you need to better leverage your support team.

90%
of data is unsearchable

(IBM Study)

50%+
Average new employees each year through turnover and growth

(CompTIA 2023)

It takes 4 months
to get a new employee up to speed

(MSP Feedback)

CrushBank creates a powerful data lake for your support information and makes everything searchable.
Build Smart Data for your service desk by filling gaps, adding classifications* and generating summaries of tickets when they come in and resolutions when they are completed.
CrushBank presents technicians with all relevant information for solving the client's problem, on a single screen.

*Depending on your ITSM

Systems of Record
- CRM
- ERP
- HRIS
- ITSM/PSA
- LOB Applications
- Other Databases

CRUSH|BANK
Private Data Lake

Data Repositories
- Cloud File Sharing
- Collaboration Tools
- SharePoint
- Teams
- Other Data Stores

Customization, Consistency, Governance, Easy Access

The Answers You Need.
Start your smart data journey and schedule a demo today.

📞 516.802.7200   ✉ info@crushbank.com   🌐 CrushBank.com

Integrations

Ingests all data sources into a secure private data lake.
Built with IBM watsonx - governed AI with a closed model and trusted data.
Connects to other systems through the Universal API.

UNIVERSAL API

ConnectWise Manage®

HALOPSA

ITSMs

servicenow

bmc REMEDY

eci e-automate

BMS by Kaseya

Autotask®

Teams

ITGlue

DOCUMENTS, CONFIGURATIONS AND COLLABORATION

SharePoint

liongard

SECRET SERVER

Confluence

hudu

Key Functions

Advanced Search
- Get relevant information for solving the employee's problem, through the ITSM or browser interface.

Retrieval-Augmented Generation
- Ask questions of your data.
  Get consistent results.

Automated Classification of Tickets*
- Categorize the support work done for better analysis.

Automated Summarization of Tickets at Start and End of Support Engagement.
- To make review easy and enhance future search results.

Outcomes and Impact

Cut ticket escalations in half.

Increase tickets closed per technician by 20%.

Make new employees valuable immediately.

Support interactions become part of your corporate intellectual property.

Improve and leverage your data for better RPAs, dashboards and reports.