Intelligence, knowledge and automation at the heart of your IT Service

THE FUTURE OF THE IT SERVICE DESK IS HERE

Enter Here

ServiceHive
Powered by Spherica

WHAT IS IT?

Spherica's ServiceHive is a semi-autonomous, highly automated IT Service Desk that will revolutionise your IT support and open the door to a fast-evolving, automated future.

• A cloud-based platform with AI decision making at the core of its functionality,

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• Designed to greatly reduce the burden on user-facing IT teams by processing all "first contact" incidents, requests and queries.

• Combines intelligent automation with customer specific knowledge to deliver a scalable 24x7x365 support service that is dependable and highly cost-effective.


HOW DOES IT WORK?

Your ServiceHive will be hosted in its own secure Azure environment where customer specific knowledge, business data and the code required to run automated tasks and workflows are protected and private.

It seamlessly integrates with leading ITSM solutions and collaboration platforms allowing users to engage with ServiceHive via multiple channels to answer queries, create support tickets, offer self-help solutions and trigger automated resolutions.

Significantly enhancing your efficiency from day one, ServiceHive utilises AI to evolve, learn and adapt over time, continuously improving its capability and accuracy. It not only solves issues, it continually builds data and intelligence to proactively prevent them in the future.

The multilingual AI chat engine allows natural language queries of information and knowledgebase articles stored in multiple formats, putting your organisation's entire IT knowledge at the fingertips of users and engineers 24x7x365.
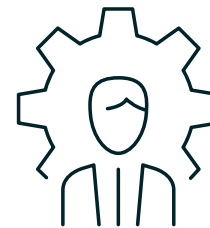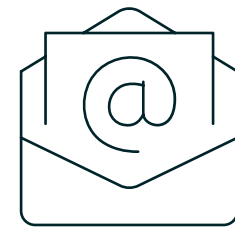
USERS CAN ACCESS SERVICEHIVE VIA
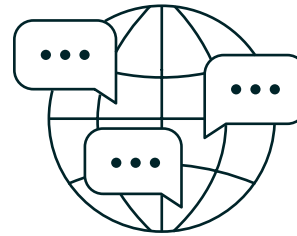
1. Multilingual chat
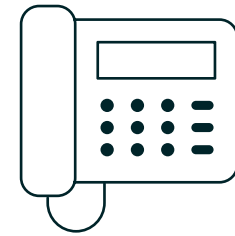
2. Telephone (voice)

3. Customer ITSM

4. Corporate E-mail

ServiceHive truly opens the door to a future where IT support is intelligent, intuitive and immediate.
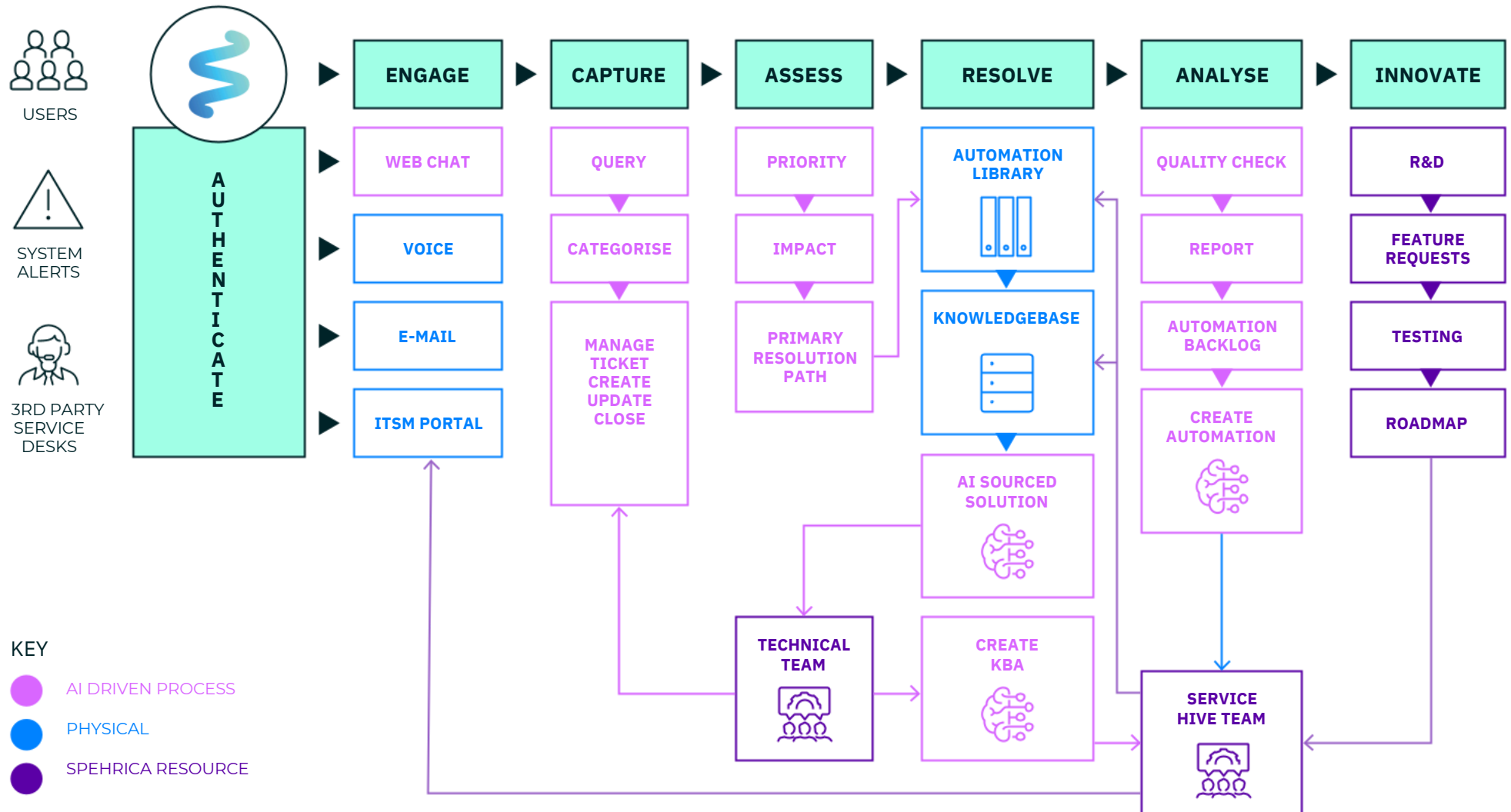
WHAT'S INSIDE?

ServiceHive has 4 main functional components:

GENERATIVE AI	KNOWLEDGE BASE	AUTOMATION LIBRARY	TICKET MANAGER
Spherica-trained, role specific AI agents	Custom database of verified knowledge articles and business data	Contains automated processes and customisable workflows	AI driven triage and ticket management; Integrates with leading ITSM solutions
Multilingual, natural language AI chat	Searchable via natural language queries with summarised outputs	Populated with resolutions to common IT incidents and requests	Automatically categorises and prioritises tickets based on user's context and tone
Intelligent assessment of the primary resolution path for all queries	Instant access to customer knowledge increasing user self sufficiency	Can be triggered by AI, IT engineers or users	AI generated summary of user issue and triage steps completed
Drives rapid solution and knowledge creation process	Not restricted to IT and can be populated with any business or departmental information	Continually developed using newly verified KB articles in expanding KB library	Executes resolution paths such as triggering automations or assigning tickets to an appropriate resolving group.
Learns once, retains forever	Grows incrementally as newly discovered resolutions are added	Categorised and tagged by complexity and risk	Automatic "3-strike" process offering users convenient timeslots for direct access to a live engineer

SERVICEHIVE PROCESS FLOW

The ServiceHive is designed to process all IT support incidents and requests through to resolution while continually learning and evolving the service:

USERS

SYSTEM ALERTS

3RD PARTY SERVICE DESKS

AUTHENTICATE

ENGAGE	CAPTURE	ASSESS	RESOLVE	ANALYSE	INNOVATE
WEB CHAT	QUERY	PRIORITY	AUTOMATION LIBRARY	QUALITY CHECK	R&D
VOICE	CATEGORISE	IMPACT	KNOWLEDGEBASE	REPORT	FEATURE REQUESTS
E-MAIL	MANAGE TICKET CREATE UPDATE CLOSE	PRIMARY RESOLUTION PATH	AI SOURCED SOLUTION	AUTOMATION BACKLOG	TESTING
ITSM PORTAL				CREATE AUTOMATION	ROADMAP

TECHNICAL TEAM

CREATE KBA

SERVICE HIVE TEAM

KEY

- AI DRIVEN PROCESS
- PHYSICAL
- SPEHRICA RESOURCE

HOW IT COMPARES

ServiceHive delivers the cost-effectiveness and peace of mind of a large-scale 24x7x365 service while eliminating the drawbacks and inefficiencies of a traditional IT Service Desk.

TRADITIONAL SERVICE DESK	SERVICEHIVE
High cost, low value: Expensive, "people heavy" service performing large numbers of low value tasks	Low cost, high value: Highly automated IT support function processing all 'first-contact' incidents, requests and queries
Manual service: Repetition of the same manual IT tasks performed day after day with high capacity for human error	Automated service: Consistent, technology led service with high levels of automation and user self-help capabilities
High staff turnover: demotivated teams with high attrition rates bringing significant recruitment, onboarding and training overheads with customer specific knowledge continually being lost	Reduced staff overheads: Low-value tasks automatically managed by ServiceHive, freeing human resources to focus on value-adding activity
Static service: Typically operates in the same way, delivering the same results, day after day, year after year	Adaptive service: Uses AI to evolve, learn and adapt over time, continually improving service capability and accuracy
Inability to scale: Inflexible model designed around legacy needs making it difficult and costly to scale at speed	Highly scalable: Ability to handle numerous requests simultaneously, scaling automatically as demand increases

HOW YOU'LL BENEFIT

As the future of efficient, intelligent IT support services, Spherica's ServiceHive will revolutionise your IT operation and open the door to an ever-evolving, automated future.

Highly cost efficient: Automation led service reduces the number of people required to deliver a more efficient service, significantly reducing staff overheads

Demolishes SLAs: Repeatable IT tasks are continually automated to make industry standard response and resolution times a thing of the past

Instant scalability: Ability to process large volumes of requests simultaneously to seamlessly accommodate peaks in demand

24x7x365 service: Full support coverage and accessibility, allowing incidents and requests to be processed at any time, day or night

Knowledge creation and retention: Up-to-date knowledge is maintained, continuously built upon and retained forever

Reduced management overhead: ServiceHive does not take annual leave, call in sick or take Monday's off after a busy weekend

Actionable data insights: Produces highly customisable management reports, service statistics and real-time dashboards

Scan this code and enter the prize draw for the chance to win a Hotel Chocolate Easter Egg!

HOW TO FIND OUT MORE

At Spherica, we understand the complexities and frustrations of delivering IT services, and we're here to simplify and help. Our tailored managed services such as Managed Service Desk, End-User Computing, Core Infrastructure, Security Operations Management and Network Operations Management - put your needs at the centre of everything we do. And now, we're proud to introduce our latest customer-centric innovation: ServiceHive.

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So, if you can see how putting Service Hive at the core of your IT service will benefit your business, then contact us to find out more