

CloudCover.

ARTIFICIAL INTELLIGENCE CASE STUDY

HOW OUR AI DISCOVERED
THOUSANDS OF DOLLARS
IN SAVINGS FOR ONE
RESELLER CLIENT

Access Your Own Data Science Team | Dedicated to
Evolving Solutions | To Fit Your Unique Needs

THE CLIENT:

Reseller's End User

CLOUDCOVER SERVICES:

- CloudCover Platform
- Service Delivery

WHAT THE PROBLEM LOOKED LIKE:

A client's SLA wasn't being met on-time. More resources and more costs to fix the problem would be needed from the reseller.

WHAT THE PROBLEM LOOKED LIKE

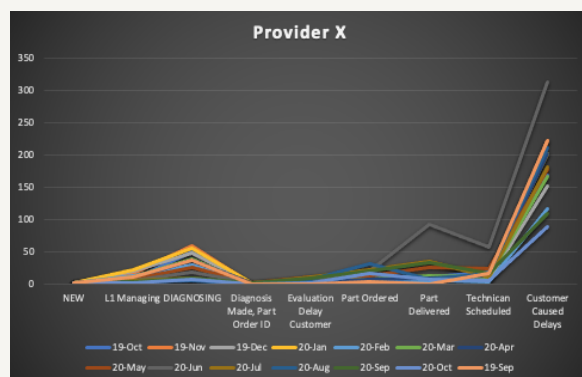
CloudCover was monitoring the SLA's on a client and noticed that they were continuing to miss reconciliation within the 4 hour service time-frame of their SLA.



OUR APPROACH

In order to understand service delays we needed to go beyond the auto diagnostics most providers are using in their "smart" tools.

The potential for delays is measured through our platform, with each status independently and automatically assessed as a case moves through its lifecycle. The chart above identifies different cycles in a case. At first glance, you might be tempted to think that delays are mostly caused by the diagnosis taking too long. But that's not what's happening.



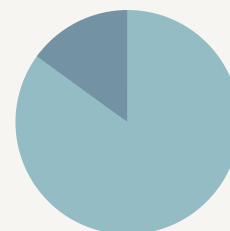
WHAT OUR AI UNCOVERED

After evaluation, we found that "diagnosis" was not the primary cause of delays.

The "part order," "scheduling a technician," and "customer caused delays" took up the majority of the case lifecycle.

LIFECYCLE OF A CASE AI OBSERVATIONS SUMMARY

Diagnosing
15%



Customer Related Delays
85%

THE POWER OF ARTIFICIAL INTELLIGENCE

WHAT THE PROBLEM ACTUALLY WAS

The client had chosen the wrong SLA for their needs.

THE BENEFITS

The reseller was able to change the client to a less expensive SLA saving everyone thousands of dollars in support.



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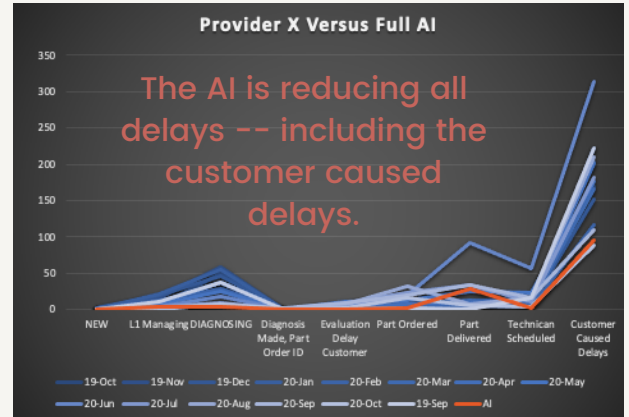
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WHAT WAS ACTUALLY HAPPENING

The customer was delaying our ability to respond based on internal process issues which were not aligned to working with a 4hr on-site response. In addition, since the delays were NOT impacting production, the client was able to adjust the SLA to NBD which better accommodated their internal processes and reduced overall costs.



Using AI, CloudCover continued to look to solve the other reasons for the delays -- parts and scheduling. The chart above is the analysis from a previous AI build against the provider who began being managed by full AI. The orange line marks the AI working almost exclusively. Our AI is reducing all delays -- including the customer caused delays.



THE BENEFITS

Once the reasons behind the delays were understood, CloudCover was able to offer several solutions that benefitted both the Reseller and their End Users. These benefits included:



Reduction in SLA costs:
Created Cost Savings
for Both the Reseller
and Their End User



Quicker Service Delivery
and Resolution
Through Intelligent
Analysis of Delivery for
Every Service Call



Enhanced Customer
Satisfaction |
CloudCover's AI and
Data Science Team is
Proactive in
Recognizing, Analyzing
and Creating Ongoing
Solutions for Better
Service Delivery