



## Financial Services Company Selects VOSS to Automate Changes on Microsoft Teams

### The Challenge

This global Financial Services company **with 20,000 digital workplace users** approached VOSS with the requirement to introduce automation and zero-touch workflows. **Their goal was to improve** the administration, reliability, and performance of its Microsoft collaboration suite.

### The Solution

The company selected VOSS Automate; the world's most advanced automation management platform, offering a single point of administration and integration for the entire digital workplace ecosystem.

### The Results

- The ticket load for highly skilled resources reduced by 65%, with VOSS empowering regular service desk agents to complete and fast track the bulk of daily service requests
- Re-opened tickets decreased by 75%, with automation delivering 'right first time', to improve end user satisfaction
- The number of MACD tickets decreased by 25%, even though the number of overall changes made increased
- User experience improved, with a 90% reduction in setup errors and issues from new users

### VOSS value

VOSS unlocked notable time and cost savings for the financial services company, as well as offering a tangible Improvement to business outcomes and service value:

- Skilled resources were free to work on more strategic tasks, empowering the company to innovate quickly
- The IT team unlocked new revenue opportunities as they could focus on new use cases that weren't previously practical

***“I now see IT as an enabler to help me utilize the Microsoft stack to improve my customer engagement – not a hurdle.”***

**Department Manager**

