

Enable Shift Left with CoreStack®

Zones offers a comprehensive solution to boost Service Desk efficiency.

Business Challenges:

As organizations expand, managing service desk operations becomes increasingly difficult, compounded by complex IT infrastructure. Technicians face longer resolution times due to inefficient ticket routing, limited knowledge bases, and high incident volumes. Traditional automation fails to meet user demands for quick resolutions. To enhance efficiency and service quality, integrating AI, ML, NLP, and chat into service desk operations is essential, but implementing these technologies effectively remains a challenge.

Solution Overview:

Zones provides a tailored solution to enhance service desk efficiency through advanced technologies and optimized processes. Our Shift Left strategy accelerates response times by moving actions closer to the point of request. Leveraging AI, ML, NLP, and chatbots, we automate

routine tasks, allowing technicians to focus on more complex issues. Integration with backend orchestrators ensures seamless IT operations, enhancing scalability, cost efficiency, and reducing risks by improving service quality and response times.

Demo Overview:

The demo illustrates how Zones improves service desk efficiency using modern technologies and a Shift Left strategy. We simulate a sandbox environment request, demonstrating how our CoreStack platform automates resource provisioning without service desk intervention. This includes chatbot interaction for request creation, backend integration for IT operations automation, and multi-cloud support with CoreStack for visibility into cloud spending and savings. **For more details or a demo, please contact your Zones Account Executive.**

