

CLIENT STORY

CLARITY AI COPILOT: DELIVERING EXECUTIVE-LEVEL VALUE WITH FRONT-LINE SPEED

Reducing internal consulting requests by 10% and streamlining processes through leveraging Clarity AI Copilot

About our Client

Our client is a leading financial institution in the Middle East, with an international network spanning five continents, offering an extensive range of tailor-made solutions, products and services.

Overview

Our client faced operational challenges stemming from a complex technology landscape which made it difficult for employees to efficiently utilise its key project and portfolio management platform, Broadcom Clarity.

Following a consultation with Ignite Technology, gaps were identified highlighting where available resources were no longer effectively bridging the knowledge divide.

A dynamic and interactive solution was required to handle the high volume of consulting requests, however, this solution was required to use specific platforms approved within the regulatory guidelines.

Ignite Technology worked with leadership and platform owners at our client to configure an AI Agent solution to respond to these challenges and build an innovative and scalable solution.

Challenges

Disparate Systems

- Technical environment was composed of disconnected systems, which hindered streamlined processes and required key integrations.

Governance & Compliance

- Available solutions had to be within regulatory guidelines.

Key Knowledge Gap

- Users were not utilising the Clarity platform efficiently due to complex processes and a preference for human interaction over static documentation, leading to incorrect incident management, governance, and service requests.

High Consulting Volume

- Significant number of requests were directed to consulting and support teams when users to find answers to their questions through self-service method.

Solution

Ignite Technology leveraged its **Broadcom Expert Advantage Partner status** and expertise across **Clarity** to assist in delivering an **AI Agent**, including:

Broadcom Clarity AI Copilot Agent

Specialised AI Agent, built within M365 Copilot, enabling an autonomous agent designed to power an interactive, and conversational experience.

Leveraging Existing Infrastructure

Fully utilising existing and authorised platforms including Jira, ServiceNow, and Confluence, to build the solution.

Company-Wide Deployment

Made available to all users, providing a centralised and easily accessible point of contact for Clarity-related queries.



Business Benefits

By building a strong, trust-based relationship, Ignite Technology has positioned ourselves as a vital partner in our client's strategic journey, with key benefits realised, including:

- **Reduced consulting load** with a reduction of internal consulting requests of 10% immediately following its launch.
- **Fully integrates with key business solutions** and complies with regulatory guidelines, reflecting the long-term strategic objectives of the business.
- **Improved employee efficiency** by offering 24/7 self-service, reducing downtime and increasing productivity.
- **Personalised user experience** where the conversational nature of the AI agent provides a more engaging and user-friendly experience, leading to higher adoption rates and satisfaction.
- **Speedy resolution and enhanced FAQs** with the AI Agent helping users to solve issues without the requirement of ticketing, leading to a more accurate view on dashboard reporting.

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Ignite Technology's expertise has laid the groundwork for a bigger, more responsive support experience. I look forward to continuing to build on this momentum and explore new ways to integrate new solutions into our services.

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Platform Owner at our Client

About Ignite Technology

Ignite Technology is a leading supplier of enterprise software, consultancy, and professional services across the Middle East, Europe, and Africa.

We deliver significant business value for our clients and endeavour to be the best value-added distributor we can be for our partners, providing them with leading technology that's the right fit for their needs and supporting them at every turn.

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