## Deloitte.

Together makes progress

## Actionable Intelligence, Laser-Sharp Results





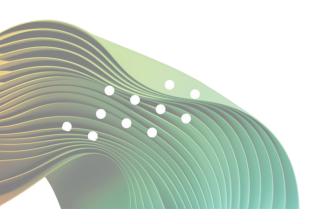
## Challenge

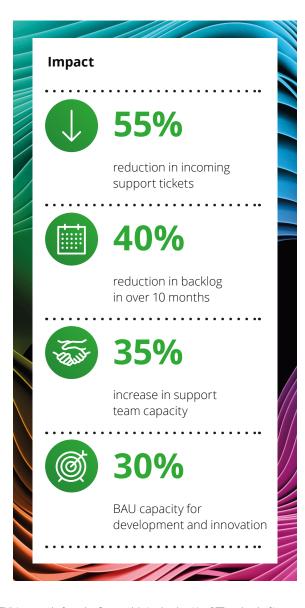
A major wireless carrier was overwhelmed by a high volume of support tickets from its IT applications, leading to longer resolution times and decreased user satisfaction. Many tickets were repetitive, indicating unresolved underlying issues. This situation diverted valuable IT resources from critical projects, creating bottlenecks in IT service delivery.



## Solution

Al-powered insights were generated using tools from the Deloitte Ascend Platform to analyze 12 months of ERP support ticket data. This analysis identified key mapping issues (26%) and upstream data problems (9%), enabling targeted problemsolving. Additionally, a custom SAP Fiori tile was developed to empower users to resolve issues independently, while remaining data-related problems were prioritized based on business impact.





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