

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

AI-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 problem-solving. 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.

Impact



55%

reduction in incoming support tickets



40%

reduction in backlog in over 10 months



35%

increase in support team capacity



30%

BAU capacity for development and innovation



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