



Together makes progress

# Accelerate enterprise operations performance with Generative AI (GenAI) in application managed services (AMS) steady state service delivery.

Deloitte's Generative AI (GenAI) tools integrate into AMS Steady State operations and are designed to deliver enhanced efficiency, actionable insights, and higher value for your organization.

Whether you're seeking consistent operations, faster incident resolution, or continuous innovation, our GenAI-powered solutions are purpose-built to streamline processes and empower your teams.

## Potential benefits of GenAI in AMS Steady State



### Consistent operations and service quality

- Enforce leading practices and compliance through automated documentation, incident workflows, and client communications.
- Promote reliable, standardized, and high-quality service delivery.



### Accelerated issue resolution and productivity

- Automate ticket triage, root-cause analysis, and incident management.
- Reduce downtime and response times, boosting team productivity.



### Empowered self-service

- Minimize SME involvement by enabling dynamic self-service troubleshooting and adaptive guidance for end users.
- Increase speed and satisfaction while reducing support overhead.



### Tailored, predictive services

- Customize support, monitoring, and recommendations for each application or business unit.
- Deliver predictive, actionable insights that advance operational innovation.

# Deloitte GenAI: Streamlining day-to-day operations

Harnessing the power of automation and advanced analytics, Deloitte GenAI solutions automate incident management, code review, delivery tracking, and complex data analysis—leverage efficiency of integrated human and digital workforces. With GenAI-powered steady-state service delivery, organizations can achieve faster time to market and heightened user satisfaction by leveraging chatbots, multilanguage instant translation, and rich knowledge bases. On the IT side, GenAI drives efficiency through autonomous incident management, automated root cause analysis, and process automation—including natural language-based code generation—reducing downtime and freeing up resources for greater innovation and value delivery.

## Featured GenAI solutions

### Auto incident resolution

- Interactive AI chatbots enable rapid issue resolution and streamlined ticket handling.
- The system analyzes historical data for root-cause analysis, solution proposals, and closure management.



### Major incident management

- Automatically generate major incident reports and deliver real-time status updates.
- Integrate call transcriptions and distribute concise updates to all stakeholders.



### Digital insights

- Capture and analyze incident data to spot patterns and proactively address emerging issues.
- Generate structured status decks with just a prompt for easier consumption for executives.



### Efficient delivery and release management

- Instantly generate release notes and code review summaries.
- Provide actionable development recommendations and performance-based backend optimizations.



# Client success story: Transforming support operations with Artificial Intelligence (AI)

A large wireless carrier saw an increase in IT application support requests that exceeded support team capacity, increased mean time to resolve (MTTR), and affected the user experience, with repeat tickets indicating recurring process and configuration drivers. Using Deloitte Ascend™ (Deloitte's managed services delivery platform) and its AI-powered Problem Insights capability, Deloitte analyzed 12 months of incident data across high-volume enterprise resource planning (ERP) modules to identify root causes, prioritize drivers, and implement remediation actions. In parallel, Deloitte enabled a "shift-left" approach to deflect demand by expanding self-service and knowledge so users could resolve common issues without submitting tickets. In 10 months, incoming tickets dropped 55% and backlog declined 40%, freeing 35% of support team capacity for redeployment from run operations to transformation work.

Ready to go beyond steady-state—Reimagine. Run. Improve—  
continuously with sustain and innovate.



Explore our GenAI offerings



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