

UNLOCKING THE POWER OF AI ELEVATES A TELECOM LEADER'S SERVICE DELIVERY



Delivering fast and efficient support is paramount for telecommunications providers. One global telecom provider recognized that its traditional approach to delivering service and support to its employees was becoming a bottleneck. With a large workforce generating a high volume of IT, HR, and finance-related support requests and inquiries, the company faced increasing operational pressure and strain.

To improve response times and reduce manual support efforts, the company adopted [BMC HelixGPT, an agentic artificial intelligence \(AI\) platform](#) that multiplies productivity and helps improve service team efficiency and the employee experience. The results have been dramatic: employees are resolving issues faster on their own, support teams are focusing on higher-value tasks, and the company has significantly reduced costs by shifting to effective self-service support channels.

Overcoming the challenges of high-volume support requests

Before implementing BMC HelixGPT, the company relied heavily on phone-based support, leading to long wait times and inefficient workflows. With tens of thousands of employees and consultants requiring assistance, service teams were handling an overwhelming number of repetitive and routine inquiries, leaving little time for resolving more complex issues.

The telecom provider needed a new approach that would allow employees to resolve common and routine issues on their own while maintaining access to live support when necessary. Their objective was not only to improve operational efficiency but also to create a more responsive, employee-friendly support system better aligned with the organization's long-term strategy for more

automated, hands-free support.

Shifting to AI-powered support

To address these challenges, the company deployed the BMC Helix agentic AI solution that integrates self-service tools, intelligent chat capabilities, and knowledge management. Boosting its [BMC Helix Service Management](#) solution with [BMC HelixGPT Employee Navigator](#) delivered several key benefits:

- **Improved self-service capabilities:** Employees gained access to AI-generated knowledge summaries and articles, allowing them to find concise answers quickly without waiting for a support agent.
- **Intelligent chatbot interactions:** Generative AI-driven chat services now answer more than half of user inquiries for IT and other departments in more human-like, natural language engagements.
- **Elimination of phone-based support:** The company transitioned entirely to digital support channels, improving efficiency and reducing operational costs.

Delivering real-world impact

Since adopting BMC HelixGPT Employee Navigator, the company has achieved significant results that have helped its support operations, including:

More effective support interactions

- AI-driven support has achieved over a 60% success rate, with the majority of employee inquiries resolved without human intervention.
- When live support is needed, chatbots transfer employees to the appropriate service agents with relevant context, eliminating employees repeating information or being delayed from agent mis-assignments.

Higher employee satisfaction and productivity

- Faster resolutions mean employees spend less time waiting for support fulfillment and more time focusing on their work.
- Support teams are no longer overwhelmed by routine questions, allowing them to refocus on solving complex, high-priority issues.
- Higher staff productivity from reduced operational overhead is driving more transformation initiatives and business innovation.

Significant time and cost savings

- Employees can now resolve issues independently, reducing the burden on IT, HR, and Finance support teams.

- AI-generated knowledge summaries and articles alone have been estimated to save hundreds of support staff hours in the initial year by making information more concise, accessible, and usable.
- Overall, the company estimates over 10,000 hours will be saved annually from current use cases that improved efficiency across multiple departments.

Expanding AI across the enterprise

With the success of agentic AI and BMC HelixGPT in its IT, HR, and Finance service operations, the telecom provider is now exploring additional opportunities to expand AI-driven support. Future plans include:

- Rolling out AI-powered support across more business units, extending benefits to a wider range of employees.
- Testing new AI-driven use cases that integrate with additional enterprise workflows to further reduce manual efforts.
- Exploring BMC Helix AIOps and observability solutions to proactively monitor and prevent service disruptions before they affect users, increasing critical system uptime while reducing costs and risks.

Delivering better outcomes with AI

By embracing AI-powered service management, this telecom provider has redefined how enterprise support should work. Employees now experience faster and more efficient and effective resolutions, while the organization benefits from reduced costs and optimized resource allocation.

As agentic AI-powered automation continues to improve, BMC HelixGPT will remain a key solution component of the company's long-term strategy, helping the company adapt, scale, and deliver better support outcomes across all areas of the business.

Ready to transform your servicedelivery experience? Explore [the BMC Helix agentic AI solution](#) today or [contact us](#) to see how AI can elevate your experiences.