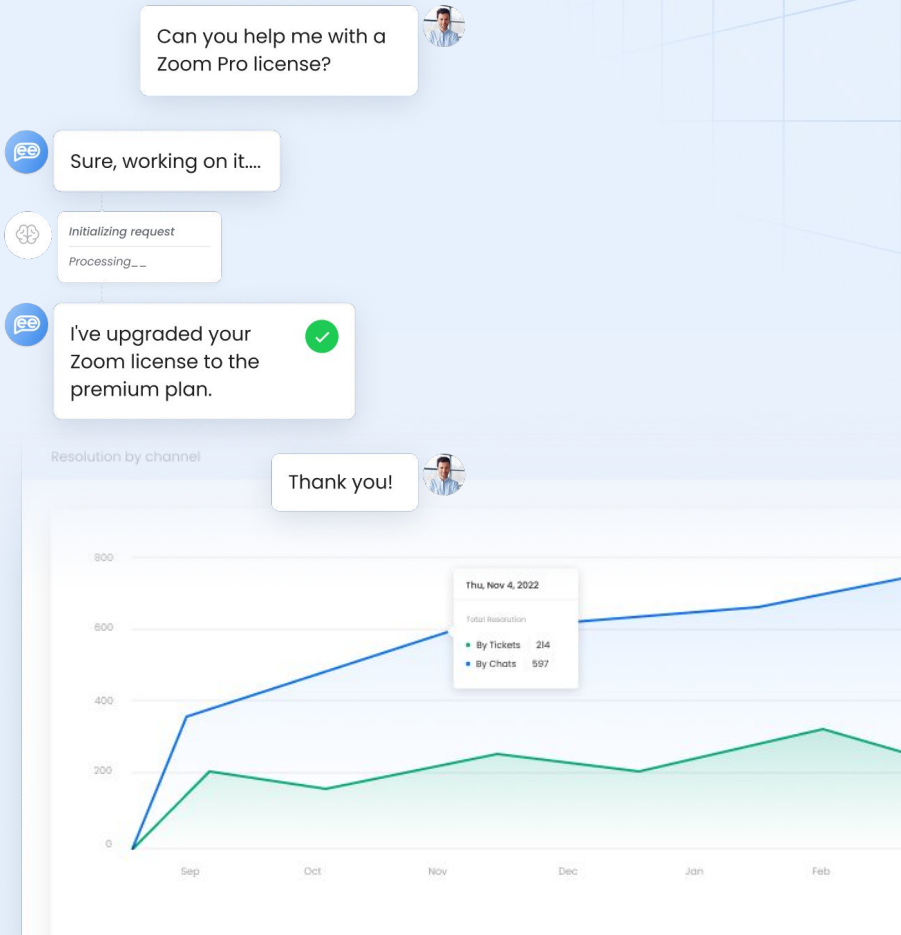
Leena AI

Leena AI for IT

Create the most efficient IT service desk with an AI assistant

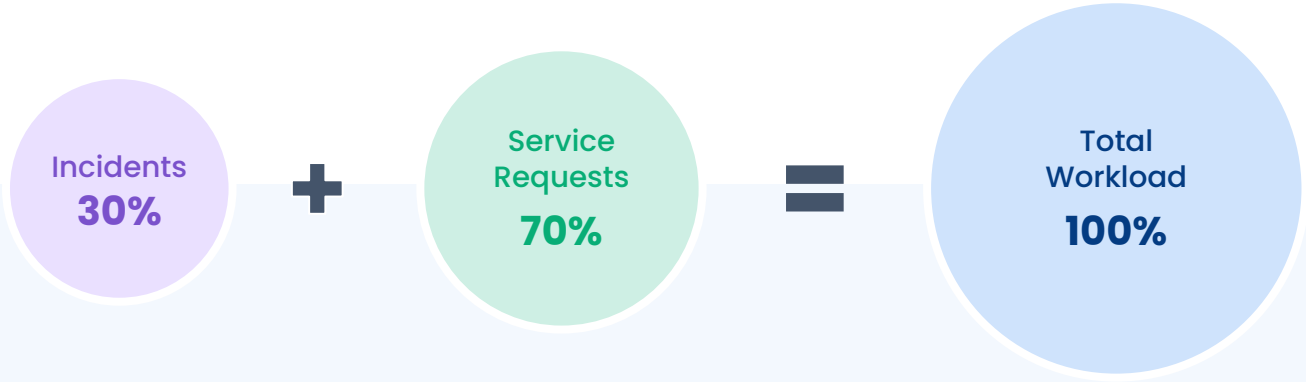


How does poor IT support impact your employees productivity?

- On average, an employee waits **30.72 hours** for their IT ticket to be resolved.
- Even if the ticket takes only **10 minutes** to resolve, it's **stuck in a queue at the service desk.**
- Working through this low-grade pain every day isn't easy, and as a result, performance and productivity suffer.

It’s not the IT team’s fault either.

Here’s how they spend their time:



- These service requests range from access issues, troubleshooting questions, approval requests, software license requests and high touch issues.
- Tickets are also scattered with employees seeking support from their phones, web portal, emails and even the occasional walk up to the desk.

Understanding the need for AI in IT teams

Gartner

According to Gartner, AI and automation can save IT organizations an average of **$1.2 million per year.**

cognizant

According to Cognizant, **93% of IT leaders** saying that AI is a critical tool for business transformation.

McKinsey & Company

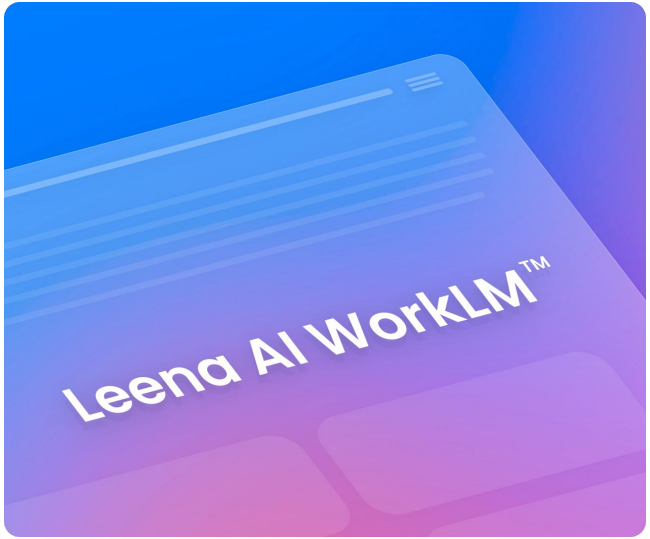
A report by McKinsey estimates that by 2025, AI adoption in IT operations could generate **$150 billion in annual savings** for the IT industry through improved productivity and reduced downtime.

Introducing

Leena AI **for IT**

AI work assistant for your employees

The WorkLM™ Enterprise

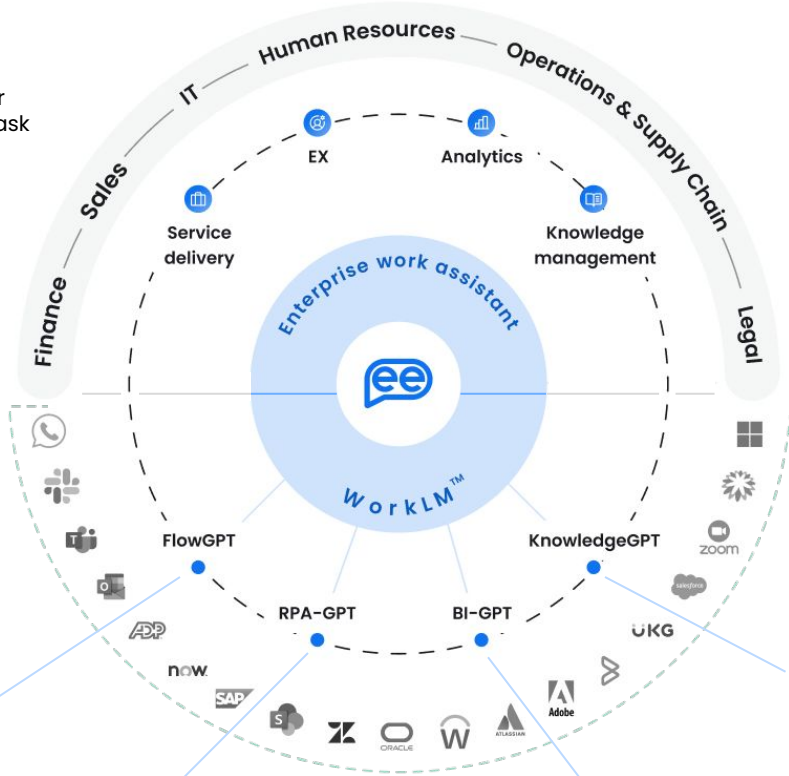


Leena AI WorkLM™ is focused on taking enterprises into unparalleled levels of productivity & efficiency

- optimize efficiency
- streamline processes
- harness the vast volumes of unstructured data enterprises produce daily

How does it work?

An **AI assistant** for every enterprise task



Seamlessly integrate with 1000+ enterprise applications

Bring your entire tech stack together, to perform complex tasks, using API documentation.

Create, access, and update enterprise knowledge base.

No APIs? No Problem!

Customized reports, on the go!

Leena AI

WorkLM™ Specifications

Mistral-7B Backbone

The Mistral-7B backbone provides WorkLM™ with an advanced predictive text generation capability, producing human-like responses in given contexts.

7B Parameters

Parameters in machine learning models denote the model's learning capacity from data. With a substantial 'brain capacity' of 7 billion parameters, WorkLM™ is designed to understand and produce intricate text.

Proprietary Data

The power of WorkLM™ resides in its unique training dataset. This dataset, composed of 2TB of proprietary data, has been carefully collected and curated by Leena AI over the past seven years.

© LEENA AI INC.

Comprehensive solution for IT teams to transform the way they work

IT Support Automation

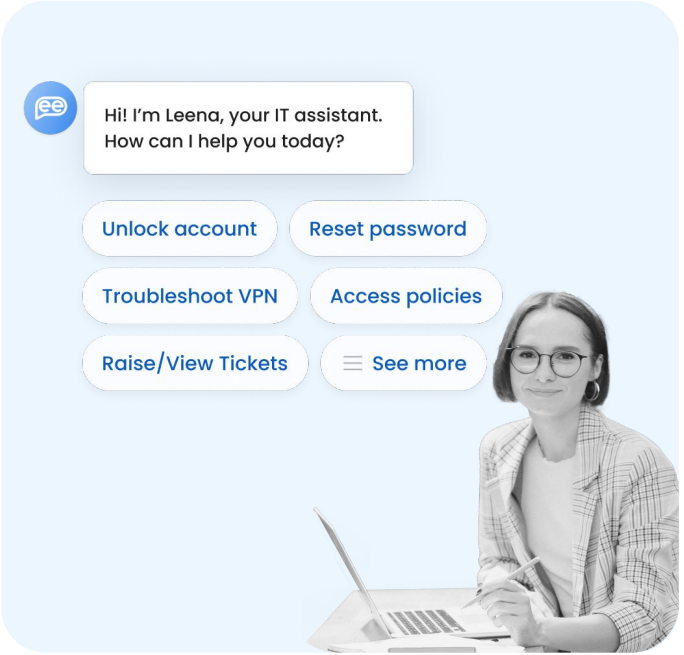
Free up time for your IT team by auto-resolving repetitive IT tickets like service requests, access issues, and common troubleshooting queries.

IT Service Management

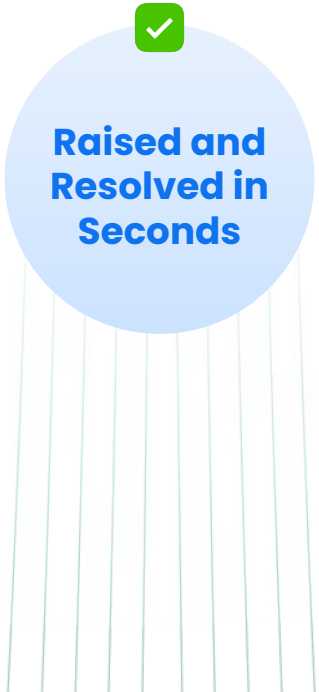
Optimize your ITSM processes like incident management, and change management with generative AI and enable your team to deliver better services to employees.

IT Service Desk

Comprehensive IT ticket management solution for complex, high-touch issues that require expert support.



IT support, reinvented with WorkLM™



Identity and Access Management

Leena AI can reset passwords, unlock accounts, provision software, handle approvals and even recommend alternative tools.

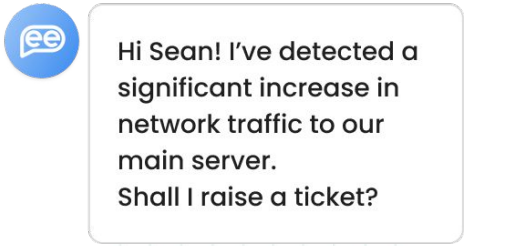
Troubleshooting queries

The work assistant can offer instant, step-by-step support for resolving common hardware and system-level issues and provide help on chat for troubleshooting third-party software issues

IT Onboarding

Leena AI automatically creates accounts, and licenses and initiates onboarding workflows when a new employee is added to the HRMS.

Broaden ITSM capabilities with an AI Assistant



Provide proactive problem management

Leena AI learns from large volumes of IT system logs, network traffic, and other data sources to learn the normal behavior of IT systems and generates alerts or notifications when unusual activities or potential issues are detected.

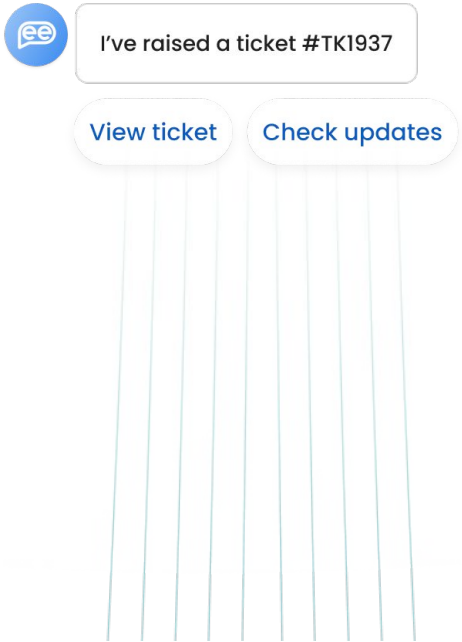
Anticipate future additions to the service catalog

The work assistant can enhance the service catalog by automatically generating and updating service offerings based on employee requirements, industry best practices, and market trends.

Extract knowledge from unstructured data

Leena AI can analyze unstructured data sources such as service desk call recordings, chat transcripts, and user feedback to extract valuable knowledge and insights to refine ITSM processes.

Accelerate your ticket lifecycle



Experience precise routing of tickets

Leena AI understands the intent from employees queries and uses details like employees' role, team, department to assign it to the right expert.

Leverage flawless communication for faster resolution

Employees can track their ticket status, communicate freely with the support agents by adding comments to tickets for more context and even close tickets right from the chat window.

Empower support agents with answers

Assist IT support agents with relevant knowledge base articles from the consolidated knowledge base. They get prompted with answers based on past resolutions and category of the ticket.

The Leena AI Impact

- **Adaptive Problem-Solving:** With adaptive learning and problem-solving, ticket resolution time can be reduced by up to 60%.
- **Advanced Automation**: Automate up to 80% of IT support tasks, allowing your IT team to focus on higher-level, strategic initiatives.
- **Intelligent Resolution:** Increase the First Contact Resolution (FCR) rate to about 75%. This means fewer follow-up tickets and less time wasted on repetitive issues.
- **Efficient Resource Allocation:** Reduce the overall IT support costs by as much as 30%.

The Leena AI Impact

- **Empowered Workforce:** Increase overall employee productivity and save millions of work hours annually.
- **24/7 Intelligent Support:** Deliver round the clock availability, providing immediate, intelligent responses to IT issues anytime, reducing business disruption significantly.
- **Enhanced Employee Satisfaction:** Increase employee satisfaction with IT services and build a culture of self service that benefits both employees and your IT team.

The impact of Generative AI on IT teams

For Leadership

- Faster adoption of new technologies and fast track digital transformation
- Increased cost savings with automation of processes
- Improved risk management and decision making
- Enhanced innovation in developing new solutions

For IT Teams

- Elimination of repetitive IT queries and faster resolution of high touch issues
- Increase in collaboration and efficiency of IT support agents
- Improved system reliability with real time insights and predictive maintenance
- Improved job satisfaction for IT support agents and employee satisfaction with IT team

For Employees

- Boost in employee productivity
- Access to multilingual IT support and quick translation of KB articles
- Increased adoption and use of existing company resources
- Improved onboarding and training experience for new employees

Key Capabilities

Multijurisdictional Compliance

Leena AI's platform offers out-of-the-box, automated adherences to laws in many regions

Data Integrity

Only the data authorized to be used will be accessed. No data will be sent to any partner for processing

Made For The World

Leena AI works in all major languages (including vernacular languages) and offers support everywhere

Highest Participation

Leena AI offers the highest participation rates due to a conversational, and human-like experience

Get Started Quickly

Get started in a few weeks. Quick start. Quicker results.

Best-In-Class Technology

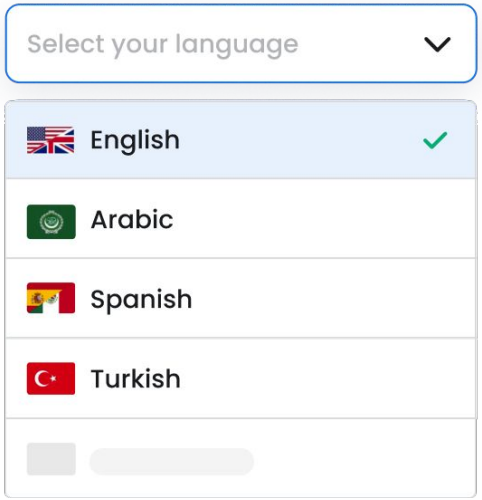
Generative AI coupled with auto-intent and sentiment analysis

Deploy in 100+ languages

Leena AI supports over 100+ languages with the ability to add any new language within 3 weeks from customer requests

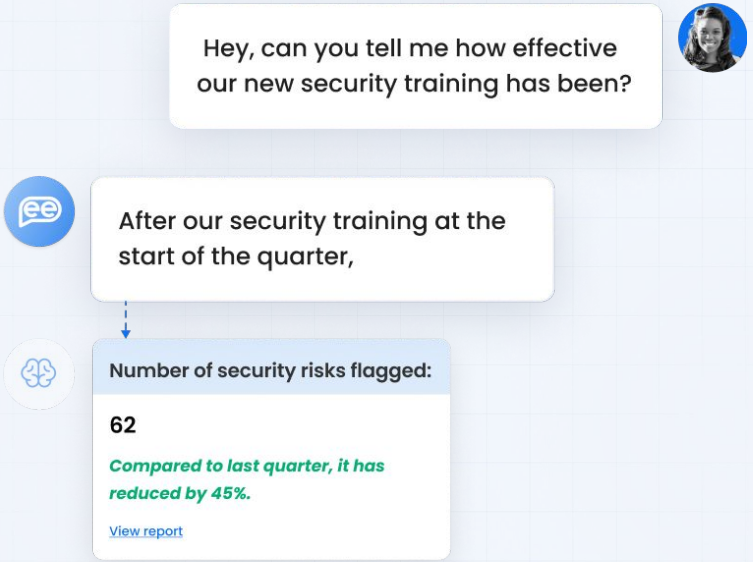
Some of the languages currently being used by our customers include:

- **Arabic**
- **English**
- **Japanese**
- **Italian**
- **French**
- **Kannada**
- **Portuguese**
- **Spanish**
- **Korean**
- **Dutch**
- **German**
- **Telugu**
- **Hindi**
- **Mandarin**
- **Turkish**



Real-time insights for informed decision making

Leena AI can create detailed reports to give you useful insights into the productivity of your service desk, risk management reports and compliance and governance reports etc. Your assistant can also schedule these reports to be delivered to you regularly.



Gartner®

Leena AI is recognized by Gartner as a major vendor in the following categories:

Hype Cycle for HR Technology 2023

- HR Virtual Assistants
- Integrated HR Service Management
- Employee Onboarding
- EXTech Orchestrators

Hype Cycle for HCM 2023

- Integrated HR Service Management

Gartner®

Leena AI is recognized by Gartner as a major vendor in the following categories:

Hype Cycle for Hybrid Work 2023

- HR Virtual Assistants

Hype Cycle for HR Transformation 2023

- HR Virtual Assistants
- Integrated HR Service Management

recognizes Leena AI as an **Employee Experience Leader**

HR Service Delivery

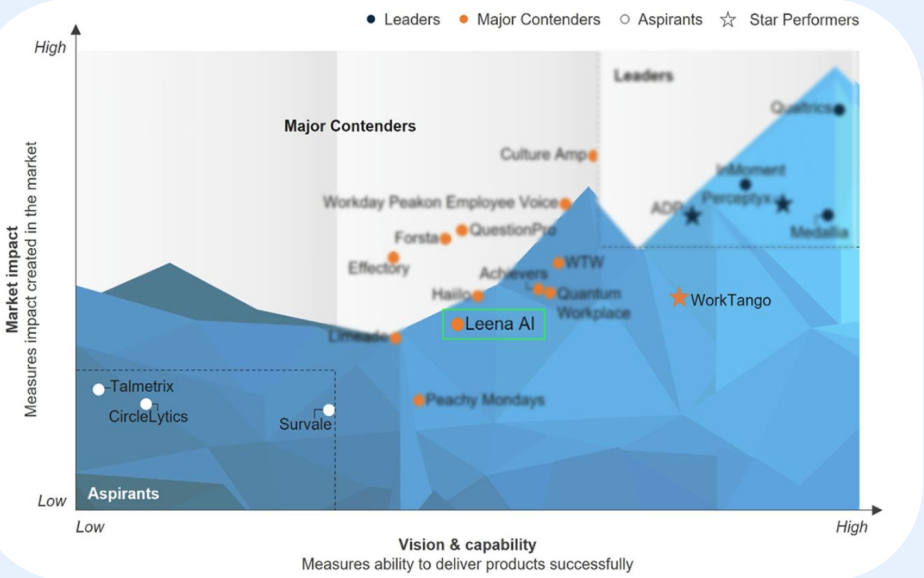
Intelligent Virtual Assistant

Employee Engagement

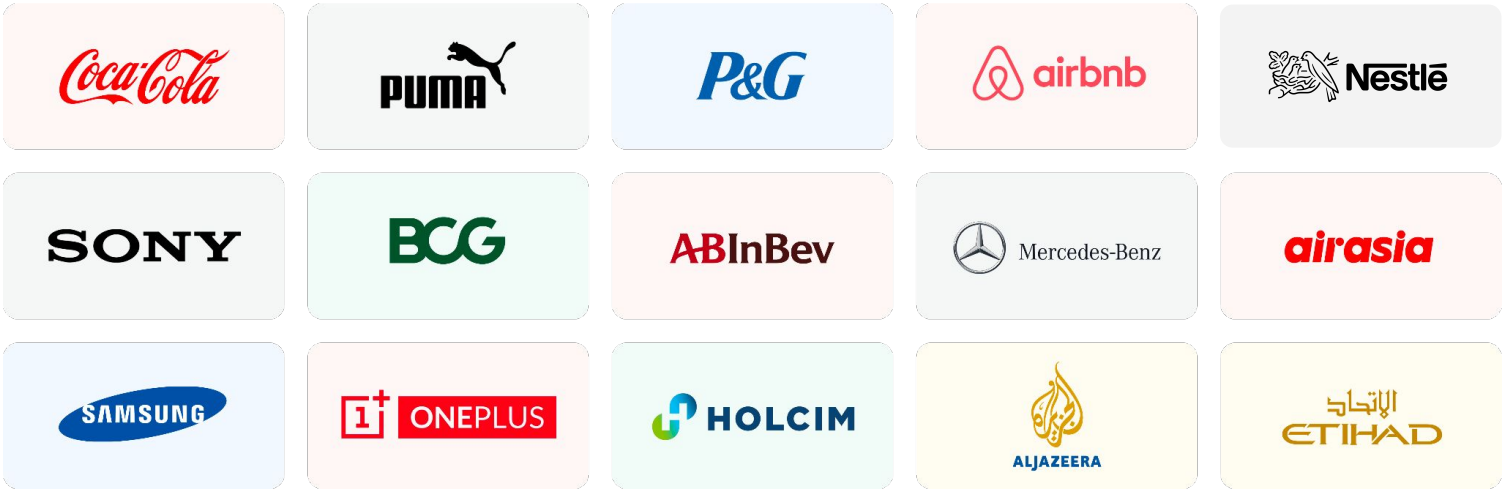
Leena AI

Everest Group PEAK MATRIX® MAJOR CONTENDER 2022

Leena AI has been recognized by Everest Group as a major contender in the category of **'Employee Experience Management (EXM) Platforms 2022**.



Trusted by 10M+ employees across 400+ enterprises globally



Unmatched Integrations

Leena AI integrates seamlessly with all major communication channels, ITSM platforms and more.

Large Language Models

WorkLM™ (Leena AI) | BERT | T5-3B | MiniLM | USE | RoBERTa

ITSM platforms

servicenow | Jira Service Management | bmc | Zendesk

Knowledge Management Systems

SharePoint | Confluence | OneDrive | Google Sheets | igloo | upland | comaround

Unmatched Integrations

Leena AI integrates seamlessly with all major communication channels, ITSM platforms and more.

Identity Management Systems

Email/Groups

Workflow Automation

Communication channels

Our success with Godrej

80% decrease
In the number of ‘how to’ queries

2 hours to 2 seconds
Reduction in resolution time for common IT queries

96.6% of sessions
Were helpful for employees and provided the right resolution

Read case study

Lafarge Holcim automated HR service desk

“We found the right partner in Leena AI to collaborate and convert the ideas using the AI-powered chatbots, into the tangible results for the business.”

Roberto Vega
Head HRBP, Holcim Mexico

HOLCIM

24%
reduction in call volume

BA unique communication channel for blue-collar population

60%
reduction in turnaround time for resolving employee cases

Leena AI redefines your employee experience with WorkLM™

And provides unmatched results

- We have **reduced time to access information** by 50% across our customer journeys
- We have **saved 60%** of IT team's time across 250-300 businesses
- We have achieved **99% accuracy** in answering user queries

Return on investment

Leena AI provides you the best ROI, fastest implementation and post-sales support compared to other players

- Out-of-the-box knowledge base and native integrations help **reduce employee tickets by more than 60%.**
- **Higher adoption** due to interactive interface, and post-launch efforts.
- Deployment time is very low. Hence, **saves opportunity cost.**
- **Significantly lower** cost of implementation
- **Predictable pricing support** in a fast-transforming digital world getting more and more price-conscious

Post-rollout assistance

Leena AI helps the customer in the adoption of our virtual agent even after the launch. We have a dedicated marketing and support team for each client..

We ensure that most **employees are interacting with Leena AI within 28 days** from the launch.

We **help with internal communication to ensure awareness and** adoption.

Dedicated customer success team for listening and enabling your team in effectively utilizing our solutions for your employees

Security & compliances

- Role-based access control
- Employees are security & privacy aware
- Encryption & masking for data at rest and transit
- Logging and monitoring
- Multi-layered infrastructure and application security
- Rigorous internal & third party vulnerability assessments
- Secure data hosting on AWS & Azure
- Support data localization and residency requirements
- BCP / DR* (with 2 hours of RTO & 6 Hours of RPO)

Learn about Leena AI's security commitments to all our customers

Visit: https://trust.leena.ai/

* Business continuity planning / Disaster Recovery

Leena AI

Explore our products with our experts

Schedule demo →