Tenjin – Digital Assistant Implementation

The recent merger of Sovereign Housing and Network Homes created one of the UK's largest housing associations with 84,000 homes and over 210,000 customers across the South East of England. **SNG** has a clear purpose to provide good, affordable homes and continue to grow so we can invest more in the things that matter.

The Challenge

SNG developed a Digital Transformation Agenda to help achieve its goals whilst reducing current costs and retaining and building upon the positive employee experience when engaging with IT services.

To help optimise Customer Experience (CX), ensuring that SNG colleagues had immediate access to all the information and support they needed to remain productive was identified as critical for success. Therefore SNG wanted to address some of the shortcomings of their existing Employee Experience (EX) by instilling a consistent, self-service experience across multiple support channels.

The Solution

SNG chose **Tenjin** as its Conversational AI platform. The team set about mapping Conversational Flows into Tenjin to their most used services and resources. Automating access to knowledge, services and automation via a conversational experience would have a huge impact on colleague productivity and Employee Experience. Colleagues can now find information with ease, raise support tickets when required and gain proactive upgrades as issues are handled, without the need for live-agent support.

AIDA, SNG's personalised Virtual Support Agent (powered by Tenjin), leverages SNG's significant investment in Microsoft and Microsoft Teams. Internal communication was key for a success launch of AIDA to colleagues. A well-planned internal awareness campaign and promotion of the benefits that Tenjin's Generative AI brings to SNG colleagues greatly assisted with user adoption and vast reductions in service desk ticket volumes.

Wins & Conclusion

In the first week alone...

1670
Knowledge Articles loaded

883
Sessions

627+
Employees helped

> **This is bloody clever!**

> **Whoever did this is a genius!**

> **It makes life so much easier**

> **Very, very, very (did I say very!) impressed at the speed my IT ticket was created, categorised & processed by IT**

Quotes from actual SNG colleagues

Try Tenjin today

Speak to us and discover how to build a knowledge network for your organisation with a free trial or demonstration of Tenjin today!

Let's talk

Visit
itsmconsultancy.co.uk/partners/tenjin