



“Moveworks takes the complexity out of IT support for our employees. Now they simply chat with a conversational bot in Slack to get their issues resolved and get work done.”

— Mark Tonnesen,
CIO, Achieve

95% password resets that are completely automated

Achieve delivers instant IT help with AI

 achieve → [Case Study](#)

Achieve: Empowering employees with an effortless single point of contact for IT

Achieve is known for its innovative approach to banking. For customers who have traditionally been underserved by the banking industry, the company provides services that help get them on a positive financial path and reach their goals. CIO Mark Tonnesen brings the same spirit of innovation to the IT systems used by Achieve's employees, most recently by introducing the Moveworks AI platform for resolving IT issues.

The Moveworks platform is known inside Achieve as Alfred, a chatbot in Slack that provides a simple, single point of contact with IT. With Alfred, employees get instant help without having to call the service desk or navigate a portal. Powered by advanced machine learning (ML) that continuously learns from employee interactions, the Moveworks service allows employees to type their requests to Alfred in Slack. Moveworks uses advanced natural language understanding (NLU) to converse with users, clarify requests, and then translate requests into the appropriate actions in a backend system. By giving employees seamless access to IT systems, Moveworks helps Achieve get more value out of those systems.

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A high-velocity workforce demands simple, fast solutions

As a former IT leader at some of Silicon Valley's most innovative companies including Cisco, McAfee, and Electronic Arts (EA), Tonnesen has focused on making teams productive with the latest technology. Now, he's applying that experience to deliver immediate, efficient IT service to employees in the financial services industry.

Achieve runs a large customer service operation, which means lots of hiring and training new entrants to the workforce. This can be a challenge because these workers—many are digital natives fresh out of college—have high expectations for the tools they use, and little experience with traditional enterprise software. Tonnesen says, “Employees are frustrated when they have to navigate a bunch of portals and enterprise dashboards. If we can give them an AI assistant that finds things for them, rather than making them learn to navigate more menus, we're unlocking productivity.” The answer Tonnesen's team envisioned was a simple, intuitive chat interface for IT and business processes, powered by natural language understanding that translates employees' requests to specific actions in enterprise tools.

The Achieve IT team chose Moveworks to implement this vision: giving employees the ability to reset passwords, get new software, add themselves to mailing lists, and so on—all



directly from a conversational interface in Slack. Tonnesen says, "Moveworks elevates messaging platforms from being just communications tools to being a place where employees go to take actions in all kinds of enterprise systems."

Messaging delivers IT support in a secure environment

Complicating the mission of IT service delivery at Achieve is an internal security rule that prohibits customer-facing employees from using personal mobile devices. This restriction ensures the security of customer financial data, but eliminates a channel often used for IT support.

In this secure setting, employees must connect to company resources through a secure virtual desktop infrastructure (VDI) client. As a result, the IT team doesn't have the option of deploying apps directly to employees' mobile devices, and for employees there's a usability gap because they have to find everything via tools that run in their VDI client.

Moveworks bridges this gap at Achieve by allowing employees to interact directly with IT inside the approved enterprise messaging system (available through the VDI client), by typing requests in everyday, natural language. There's no new portal to learn or mobile app to download, just a friendly IT bot named Alfred who's there to help from day one.

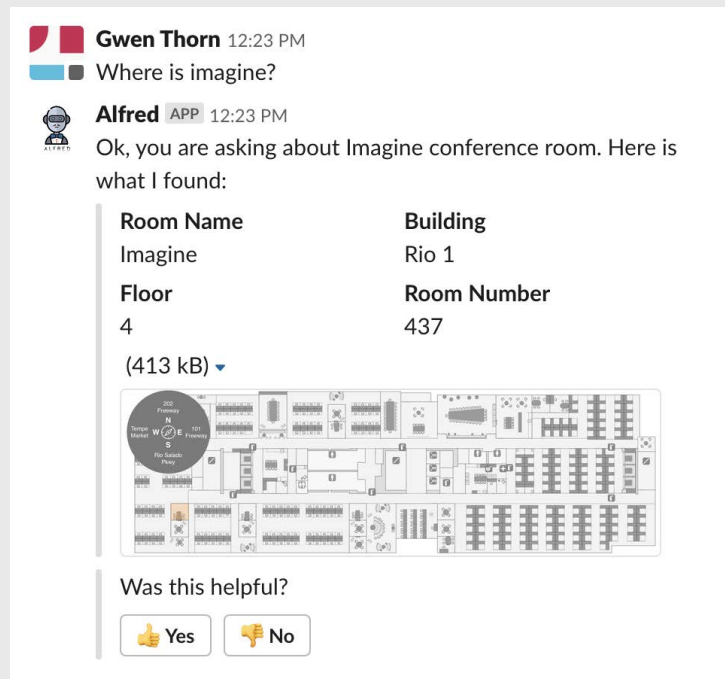
Incremental deployment demonstrates value

As a financial institution, Achieve seeks to avoid unnecessary risk when deploying new technologies, so it was important to Tonnesen's team to roll out Alfred's capabilities in an incremental way. Tonnesen says, "We set big goals, but my approach is always to start small, show success, and expand from there, and that's what Moveworks let me do."

In close collaboration with the Moveworks Customer Success (CS) team, the Achieve IT team first rolled out email distribution list membership management, followed by password resets and question answering. Tonnesen says, "The Moveworks CS team paced the feature deployments so that my team and other stakeholders could carefully review each capability before it went live."

As a security conscious organization, it was important that as features rolled out, other stakeholders in the organization were able to see that Alfred's actions created the same audit trail as service desk agents' actions. Tonnesen adds, "Being able to show other teams that we were tracking approvals and interactions just as well as before, if not better, that to me was a big win, and it got those teams on board."

Product Highlight

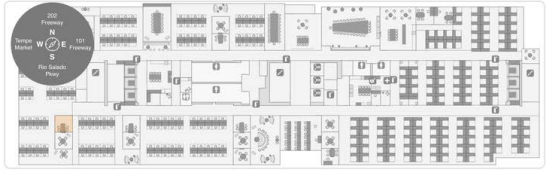


Gwen Thorn 12:23 PM
Where is imagine?

Alfred APP 12:23 PM
Ok, you are asking about Imagine conference room. Here is what I found:

Room Name	Building
Imagine	Rio 1
Floor	Room Number
4	437

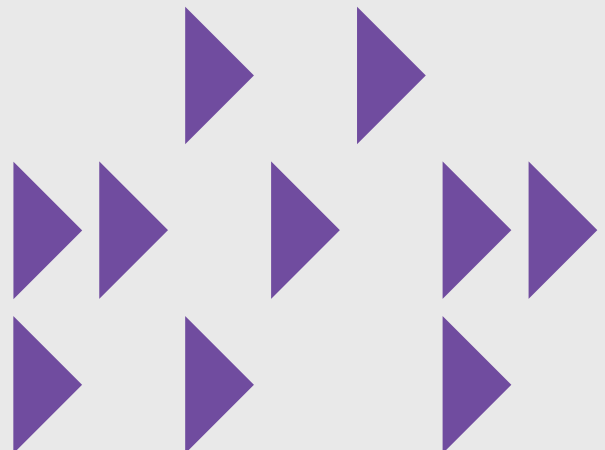
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New capabilities, no learning curve

Employees simply describe their IT request in a Slack message to the Alfred bot, and Moveworks uses advanced NLU and conversational AI to understand the issue and deliver a resolution. Some of Alfred's key capabilities that are winning over employees include:

- Instant password resets
- Adding people to mailing lists (DLs)
- Getting access to software
- Getting answers to common questions
- Looking up coworkers' contact details
- Filing IT tickets directly from a Slack message

For the IT team, Moveworks provides a double benefit. First, since many IT actions are now being handled autonomously, the service desk agents have time to focus on more strategic work. Second, and even more importantly, Alfred has proved so easy to use that its adoption has reduced the learning curve for new hires. Large call center companies like Achieve experience a high rate of employee turnover at the agent level, so hiring and training new people is a significant cost. "We're always looking to speed up the onboarding experience and give employees the sort of easy interfaces they'd see in their life as a consumer. At the same time we want to do this with a focus on giving them all the information they need to do high-quality work. That's what we strive for, and that's what Moveworks gives us," says Tonnesen.

Driving adoption of the messaging platform

After achieving their main goal of delivering IT help more quickly and easily, the IT team sees the growing adoption of Slack messaging as another important benefit of their Moveworks deployment. Says Tonnesen, "Getting people interacting over chat, both with coworkers and with service bots, that's the key, and with an IT resolution bot like Moveworks, employees get some key feature-function capabilities they didn't have before. That's the wow factor that gets people adopting messaging—in our case Slack—as a communication channel."

Part of a bigger vision to unlock people's potential

Achieve has a focus on unlocking people's potential, both for their customers and for their employees. With Alfred, the IT team has delivered on this vision, unlocking the potential of employees by freeing up their time. Now, resolution of their issues and questions is fast and automatic, and they no longer have to navigate an IT portal to get help. For the IT team, the benefits have been equally liberating: IT agents have won back valuable time that they're devoting to more important work, like building out more automated solutions.

Tonnesen says that what his team has done for IT service delivery today is just the beginning. Next, he plans to automate delivery of HR and finance services. Asked what he'd like to see in the Moveworks solution, he says, "Everything! I wish Moveworks would hire hundreds of engineers tomorrow and automate my HR and finance operations as they've enabled me to automate my IT operations."

"When you have a solution that can diagnose and resolve employees' issues in just a few seconds, that really changes the game for IT support."

—Mark Tonnesen, CIO, Achieve

Request a demo

www.moveworks.com/request-demo

