



“Microsoft Teams is a powerful platform, and Moveworks makes it even more valuable. It’s a symbiotic relationship.”

— Greg Ogle,
VP of Global IT Infrastructure, Equinix

Equinix Transforms Employee Support with Moveworks on Microsoft Teams

Centralizing for Success

Founded in 1998, Equinix is today the world's largest interconnection and colocation platform, boasting more than 210 data centers and powered by over 10,000 employees across 26 countries. The company's leading position in global market share is a tribute to the power of centralization: its data centers allow customers to consolidate the entire digital business and reach anyone on demand via a single service.

As a result, the executive team at Equinix uniquely understood the value of Microsoft Teams in bringing together its own employees, who are now managing their cross-functional projects without ever leaving the Teams collaboration hub. And should they encounter any IT issues along the way, Moveworks can provide resolution straight on that collaboration hub—instantly and autonomously.

Uniting a Worldwide Workforce

Still, the task of supporting a massive, distributed workforce—over 11,000 employees strong including contractors—is not an easy one, even for a company that prides itself on collaboration. Equinix's IT headcount stands at roughly 400, and for CIO Milind Wagle, keeping that number flat while scaling the larger enterprise meant exploring automation:

"Our strategy is always focused on automation and scale, which is why we've had our sights set on AI," Wagle said. "But for a while, it was all just marketing slides—not something we could actually put into place to transform the employee experience."

"I have three priorities when it comes to supporting our workforce: enable the IT team to focus on high-value tasks, put intelligence in their hands to make better decisions, and deliver the best support experience to employees. Moveworks is unique in that it helps us achieve all three."

—Milind Wagle, CIO, Equinix

Challenges

- Driving adoption of new chat platform
- Keeping IT headcount flat while scaling company

Results

- Achieved over 90% adoption of Microsoft Teams
- Automated several agents' worth of work while accelerating resolution time and raising eNPS (Employee Net Promoter Score) to 96%

Key Integrations



Microsoft Teams
Chat



ServiceNow
ITSM



Microsoft Active Directory
IDAM



Over the last decade, Greg Ogle, Equinix's VP of Global IT Infrastructure, and his team have achieved substantial time savings by developing automation tools and scripts. By 2018, they had successfully addressed most of IT-facing automation opportunities, so he and the team turned their attention to the difficult last mile of automation: giving employees direct access to issue resolution. Ultimately, to ensure frictionless IT support even in times of fast growth, Ogle's organization had to empower Equinix employees to self-service their routine IT needs.

However, Wagle and Ogle recognized that employees would only follow the self-service path if it was easier than simply emailing the help desk. "That's why bots that can understand employees' language are a must going forward," Wagle said. Equinix therefore sought an automated tool that was true AI—not just words on a slide—to interact with its employees on the chat platform they already use every day.

Equinix Meets E-Bot

In April 2019, Equinix launched Moveworks—better known to the company's employees as E-Bot. Moveworks' combination of advanced conversational AI and natural language understanding (NLU) enables E-Bot to resolve employees' IT support issues directly in Microsoft Teams, no matter how they ask. Between updating passwords, creating distribution lists, unlocking accounts, provisioning software, looking up colleagues, finding conference rooms, filling out forms, and more, E-Bot is transforming tedious tasks into painless conversations that last only a few seconds.

"The Moveworks bot facilitates self-service capabilities that didn't exist before," Wagle commented. He added that E-Bot is already handling a workload equivalent to 4.4 full-time IT agents, freeing agents to focus on solving more difficult problems. He sees E-Bot taking on an even bigger share of the load as resolution and adoption rates grow.

Driving Adoption of Microsoft Teams

With Skype for Business reaching end-of-life, Ogle and his team needed to convince employees to quickly migrate from Skype to Teams. As an incentive, the IT team made E-Bot available exclusively in Teams, while also distributing a series of messages promoting Teams. While total employee adoption of Skype never exceeded 25%, adoption of Teams skyrocketed to 75% before Skype was shut down. And thanks in part to E-Bot, Teams adoption rose to more than 90% by the end of 2019.

"Leveraging the bot helped with our transition to Teams across the company," Ogle said. "By the time we finally did shut down Skype, it was a nonevent. If you're a Teams shop, Moveworks can extend the platform and bring it new life."

Current Teams users in search of IT support can talk to E-Bot without navigating to a separate portal. At the same time, notifications from E-Bot lead new users to the Teams ecosystem. This "symbiotic relationship," for Ogle, has benefitted both platforms, driving adoption by default.

Agent-Level Accuracy – at Machine Speed

Just ten months into Moveworks' deployment, E-Bot is resolving 17% of all IT tickets automatically, end to end, without agent intervention. It's a number that continues to rise as the bot gets smarter with experience.

But that's only part of the story. For high-touch tickets requiring agent attention, the process of routing those tickets to the right assignment group can be time-consuming and even prone to human error, particularly for sizable companies with more assignment groups than a level-1 agent can remember.



>4.4

Full-time
equivalent



32%

Reduction in average
ticket lifespan



96%

Ticket routing
accuracy

Equinix's help desk, based in the Philippines, previously had to read every ticket to decide which subject-matter experts were best suited for the job. Given that its international workforce is concentrated in the US and UK, Equinix wanted to avoid having IT issues pile up in a distant time zone.

Enter the Moveworks Triage Skill, which allows E-Bot to assign the tickets it can't finish resolving to the correct subject-matter experts—with the same 96% accuracy rate achieved by help desk agents. And unlike those agents, Moveworks isn't delayed by tickets sitting in a queue. In fact, E-Bot now routes 82% of Equinix tickets, reducing the average lifespan of all its tickets by almost a third.

"My team in the Philippines doesn't have to read through each ticket anymore, which is a big boost to productivity," Ogle said. "We have a very high rate of employee satisfaction with IT—96%—and that number will continue to grow as E-Bot lets agents resolve—not route—complex IT tickets. More importantly, we will continue to be able to scale and maintain our high level of customer satisfaction without adding additional headcount."

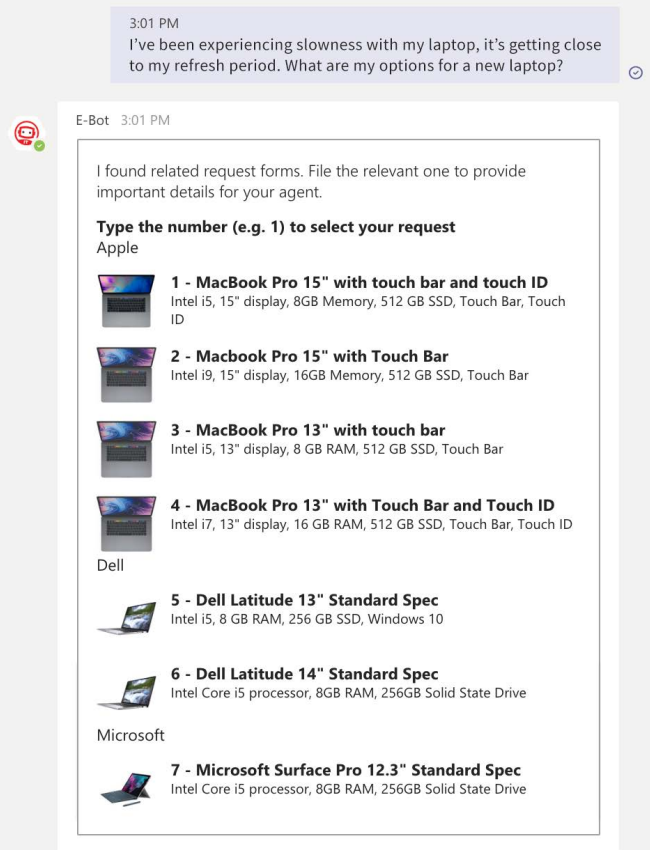
The Triage Skill has not only expedited resolution for employees but also freed up agents to focus on higher-level work. Once a laborious task that took four hours out of the agents' workday, ticket routing is increasingly done by Moveworks, automatically, on their behalf.

Filling Out Forms, Friction-Free

With Moveworks' Forms Skill, E-Bot analyzes requests submitted via chat to instantly provide the correct IT forms, which for Equinix are found in ServiceNow Forms. Some forms can even be completed in Microsoft Teams via natural language conversations: E-Bot supplies the missing details by posing questions to the employee, who doesn't have to leave chat or open the form itself.

For Equinix employees, these in-bot forms make everything faster, from finding the form to filling it out to tracking its progress after it's submitted. And from the company's perspective, usage of forms has dramatically increased since deploying the skill, meaning that its prior investments in forms and automation are finally paying off.

Product Highlight



3:01 PM
I've been experiencing slowness with my laptop, it's getting close to my refresh period. What are my options for a new laptop?

E-Bot 3:01 PM

I found related request forms. File the relevant one to provide important details for your agent.

Type the number (e.g. 1) to select your request

Apple

- 1 - MacBook Pro 15" with touch bar and touch ID**
Intel i5, 15" display, 8GB Memory, 512 GB SSD, Touch Bar, Touch ID
- 2 - Macbook Pro 15" with Touch Bar**
Intel i9, 15" display, 16GB Memory, 512 GB SSD, Touch Bar
- 3 - MacBook Pro 13" with touch bar**
Intel i5, 13" display, 8 GB RAM, 512 GB SSD, Touch Bar
- 4 - MacBook Pro 13" with Touch Bar and Touch ID**
Intel i7, 13" display, 16 GB RAM, 512 GB SSD, Touch Bar, Touch ID

Dell

- 5 - Dell Latitude 13" Standard Spec**
Intel i5, 8 GB RAM, 256 GB SSD, Windows 10
- 6 - Dell Latitude 14" Standard Spec**
Intel Core i5 processor, 8GB RAM, 256GB Solid State Drive

Microsoft

- 7 - Microsoft Surface Pro 12.3" Standard Spec**
Intel Core i5 processor, 8GB RAM, 256GB Solid State Drive

"Let's be honest—no one likes filling out forms. When you're requesting a new laptop, you'd much rather have a bot just show you pictures of laptops and pick the one you want, instead of tracking down the right document and completing the whole thing manually. So being able to handle forms right in Teams with E-Bot is a really slick experience."

— **Greg Ogle**, Global IT Infrastructure,
Equinix

A Proactive Approach to Passwords

Moveworks isn't limited to supporting employees when they ask for help; in some cases, the bot proactively reaches out to pre-empt IT issues before they cause delays. For instance, E-Bot notifies employees when their account passwords are nearing expiration, in addition to allowing them to access those accounts if they get locked out. In January 2020, E-Bot helped 1,630 employees reactivate their expired user accounts and saved 326 hours of work for the IT team—freeing up the time equivalent of two full-time agents with that capability alone

“There have been some very impressive examples of proactive reach-out from E-Bot,” Ogle said. “Those are the kind of capabilities that bring the ‘wow factor’ for our users.”

E-Bot is able to provide this seamless experience thanks to its deep integrations with Active Directory, allowing users to stay on top of their passwords with minimal effort. Such backend integrations reinforce the synergy between Moveworks and Microsoft Teams—Equinix's most important applications are accessible straight on the collaboration platform.

Taking the Boredom out of Onboarding

Nothing generates a faster torrent of IT tickets than onboarding, when new hires must quickly acquire the devices, software, and information they need for their role. Ogle noted that—much like it is at other organizations—onboarding at Equinix is “incredibly complicated” and requires a huge amount of work from IT.

“We actually deal with onboarding quite well, given how complex it is,” he said. “But there's a ton of opportunity for automation there, no doubt. You eat an elephant one bite at a time, and there are definitely bites we can take out of onboarding using E-Bot.”

The bot has already bitten off one significant aspect of onboarding: providing conference room locations and colleagues' contact information. Since October 2019, E-Bot has served up hundreds of lookups of people and places—for new hires and old hands alike.

“I've heard from many employees that E-Bot's conference room lookup capability helps the moment they need it,” Ogle commented. “Obviously, if you have a meeting in two minutes, you don't have time to wait.”

An Appreciating Asset

Streamlining the onboarding process is just one of many areas where Equinix plans to expand its partnership with Moveworks “to use cases that are truly innovative,” according to CIO Wagle. Indeed, as a machine learning platform that is constantly being refined and updated by world-leading experts, Moveworks is a unique asset: one that appreciates in value. Every interaction that users have with the bot is another data point to improve its models, which today benefit from 70 million IT tickets.

“Moveworks is only going to get smarter over time,” Wagle said. “Anyone who's in an IT leadership role should actively be evaluating and using this kind of AI bot.”

“We've had our eye on AI and ML for some time, and Moveworks is the first service that actually improves IT service delivery—delivers the right resolution faster—while reducing costs.”

—Milind Wagle, CIO, Equinix

Request a demo

www.moveworks.com/request-demo

