

“With Moveworks the results were immediate. We had a delightful user experience and improved productivity across the company within the first few days of rolling it out, not weeks or months later. Moveworks is a rare breed of technology that immediately provides value back that we can invest in other areas of IT.”

—Wendy M. Pfeiffer,  
CIO, Nutanix

54%

of IT support issues  
now resolved  
autonomously by  
Moveworks



**Nutanix delivers  
IT support anywhere,  
anytime with AI  
on Slack**

**NUTANIX**

[→ Case Study](#)

## IT Leaders Choose Nutanix for Their Enterprise Cloud

Founded in 2009, Nutanix has become an industry leader in cloud software and hyperconverged infrastructure solutions. Nutanix helps companies run any application at any scale with a dramatically lower total cost of ownership through one-click application management across public, private and distributed edge clouds. Since its IPO in 2016, Nutanix has grown its workforce to over 6,000 employees.

## The Innovation Challenge for Enterprise IT

As an IT leader at companies like Cisco, Yahoo!, and GoPro, Pfeiffer has made a career out of driving innovative change within IT organizations. Pfeiffer came on as CIO at Nutanix to ensure that the rapidly growing company could keep pace with innovations in enterprise IT.

She sought to significantly improve the employee experience of IT, lead the IT department into a new era of automation, and focus on productivity and efficiency.

## From Days to Seconds

SaaS applications like Slack and Okta were also commonplace within the organization. Nutanix has thousands of Slack users, and all of their 40+ SaaS applications are provisioned through Okta.

Despite having all of these tools in place, the process for employees to get access to applications, or get help resolving issues, was broken.

Simple application requests, for example, would typically sit in a help desk queue for 7 hours before an agent reviewed the request. But it could take an additional day of agent effort collecting business justifications, chasing approvals and carrying out admin tasks. Delays caused by email communication between agents and employees meant that it could be 5+ days before the employee finally got access to the application. With Moveworks, these requests are being resolved autonomously in just a few seconds.

## IT Help at AI speed

A large graphic consisting of a white '7' and a grey 's'.

Average time for Moveworks to fully resolve a support issue

A large graphic consisting of a white '30' and a grey 'k'.

IT issues resolved autonomously, and counting.

A large graphic consisting of a white '90', a grey '%', and a white upward-pointing arrow.

Overall employee satisfaction with IT.

## The Search for an Integrated AI Solution

Nutanix was looking for an AI solution that could resolve IT issues for employees without them having to learn a new system, go to a new portal or download a new app. Behavior change is hard, so it was important that the conversational AI interactions were intuitive to use and accessible through Slack — the enterprise messaging platform used by Nutanix.

The Nutanix team identified three main requirements:

- 01 Conversational AI that employees can use without training or behavior change
- 02 Centralized way to answer commonly asked questions and resolve issues
- 03 Easy integration with their ITSM solution and other systems of record

## Plan, Soft Launch, and Launch in Less than 2 Months

Nutanix saw the Moveworks AI platform as an opportunity to deliver more efficient IT support, but also as a way to get more value out of several existing SaaS platforms.

“With Moveworks, backend systems get pushed to the background — so employees don’t have to know they exist,” said Pfeiffer. “They just have this delightful, modern AI layer that communicates with them and solves their problems, right there and then.”

Moveworks guided Nutanix through a 3 step process to launch the full functionality in less than 2 months:

### Step 1: Planning

Moveworks processed and analyzed all of Nutanix’s ITSM ticket data using Natural Language Understanding (NLU) and machine learning.

“We implemented our new ITSM platform in 2017 to help us simplify service management. This new tool gave us a place to queue tickets and create basic workflows, but it didn’t help us to actually resolve issues, so we started to look at AI and machine learning solutions that could help us reduce the workload on the service desk.”

—Wendy M. Pfeiffer,  
CIO, Nutanix



This provided deep insights into the inner workings of the Nutanix Service Desk and laid the foundation for the planning process. This level of pre-planning care inspired great confidence amongst the Nutanix team.

“Moveworks taught us a big lesson in focus. We had so many ideas about use cases that we wanted to solve with AI, but then Moveworks gave us this unique window into our data - it enabled us to look at the numbers and clearly identify the problems that AI can solve the fastest and that have the most impact for our employees.” said Pfeiffer.

From there, Moveworks identified the optimal scope and timeline for the soft launch.

## Step 2: Soft Launch

Once the plan was in place, Nutanix rolled out the soft launch—a period of rapid iteration, research, and feedback.

The Nutanix IT team started by testing the bot in their own environment with 10 users, then 50 users, and eventually 80 users spread around the IT and HR departments. By the time launch day came, Nutanix had a clear idea of how the AI platform and the bot was going to perform.

## Step 3: Launch

Planning complete, soft launch completed, and with lessons learned and integrated it was time for launch.

Less than 7 weeks after signing contracts, Nutanix rolled out the Moveworks AI platform, including an AI-powered bot in Slack. First things first: The bot introduced itself to every single employee to start the conversation.

And the positive results started coming in right away.

## Core Moveworks Capabilities Implemented at Nutanix

Natural language understanding enables Moveworks to understand IT issues — no matter how employees phrase their requests.

- Conversational AI bot available in Slack enterprise messaging
- Autonomous provisioning of SaaS applications in Okta
- Retrieval of specific answers to questions through deep analysis of knowledge articles
- AI-managed approval processes
- Auto-classification of IT tickets
- Autonomous management of email distribution lists



“One of the things that really helped us through planning, soft launch, and launch is how strong the Moveworks customer experience team is. And they continue to help us today. They’re bright, down to earth, and honest.”

—Amit Bhatnagar, Director of IT Applications, Nutanix

# Rapid Value for Employees Across the Organization

In less than two weeks the Moveworks bot became the most popular Slack integration at Nutanix.

## This is a Partnership, Not a Vendor-ship

Moveworks allowed Nutanix to realize extremely rapid time to value with the implementation of autonomous AI that resolves IT issues for employees. Unlike other AI solutions, the Moveworks AI platform comes pre-trained with enterprise IT knowledge so Nutanix didn't need to invest time training or configuring the platform.

## Employees are Already Enjoying a Superior Experience, and This is Only the Beginning

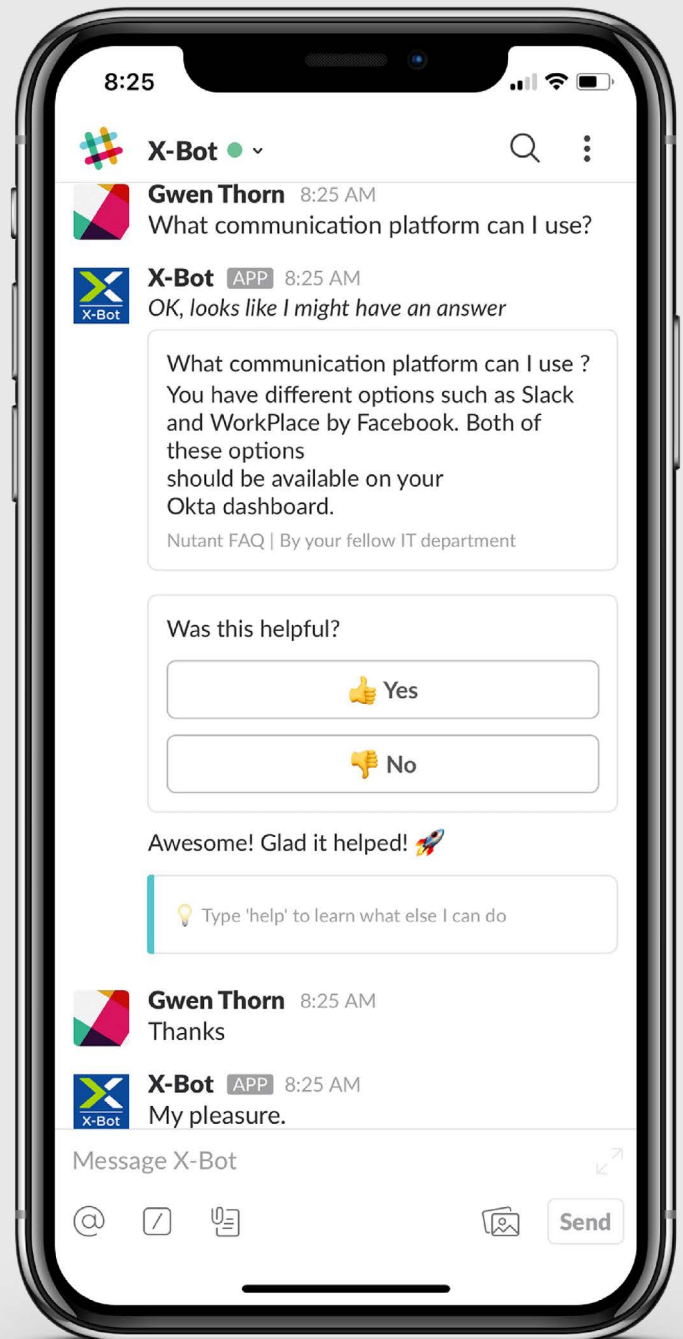
The initial focus was on autonomous resolution for IT use cases and with phase 1 complete, Nutanix is now looking at ways to use the Moveworks AI platform to improve employee support more broadly across the enterprise. Already, by resolving more than half of all IT issues completely autonomously, Nutanix has accelerated workflows, supercharged productivity, and boosted satisfaction throughout the entire company.

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“What’s great about Moveworks is that it’s so engaging for employees. It’s amazing to see, because employees get engaged not just in the technology, but also in the process. They’re aware of the machine learning in the bot and they see it evolve and get more sophisticated every week.”

—Wendy M. Pfeiffer, CIO, Nutanix

## Product Highlight



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