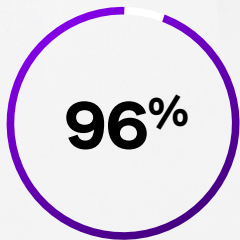


VERISK SUPPORTS ITS GLOBAL WORKFORCE IN SECONDS — WITH AI ON MICROSOFT TEAMS

→ Case Study



of employees helped
by Moveworks

“Moveworks has meant so much more than cost savings. The bot has completely changed our employee experience; it’s easily the best business decision I’ve made.”

— David Lewis, AVP of Compute Services, Verisk

Empowering data-driven decisions

Founded in 1971, Verisk Analytics is one of the world's leading data analytics companies. It works with firms across industries—from energy to finance to logistics—and empowers them to make decisions informed by a comprehensive understanding of their risks. To offer this multifaceted approach to data analysis, Verisk has made 30 acquisitions in the past two decades. The company now serves organizations in 34 countries and is valued at approximately \$30 billion, as of July 2021.

While Verisk's recent acquisitions have enabled rapid growth, integrating and supporting so many new employees is an enormous undertaking. The company's challenge was to create the same, simple support experience for its entire workforce—allowing its people to get help right away and spend more time on high-value work.

“When you're a giant company with thousands of people all over the world, you don't have enough support agents to give every employee what they need. That's where AI comes in.”

— David Lewis, AVP of Compute Services

Reimagining the support process

When companies grow fast, they inevitably run into thousands of tech issues from employees. And as a company built on data, Verisk recognized that the manual approach to solving these support issues was diminishing its productivity: employees had to wait days to get help, while the help desk had to spend the day fulfilling repetitive requests. For David Lewis, Verisk's AVP of Compute Services, the top priority became powering the support process with AI.

Ultimately, Lewis needed an AI solution that could offer the white-glove support employees expect—but “in seconds, not days,” without the need to hire new help desk agents. His search was driven by three core goals:

1. Enable seamless onboarding for employees who join via M&A
2. Provide personalized help according to users' locations, roles, and permissions
3. Empower employees to return to the office or work from anywhere

Challenges

- Scaling support for rapid growth, while keeping IT headcount steady
- Making return-to-office easy in a large and complex organization

Results

- Delivered instant, personalized support to 96% of employees
- Created a single place for help, no matter where employees are located

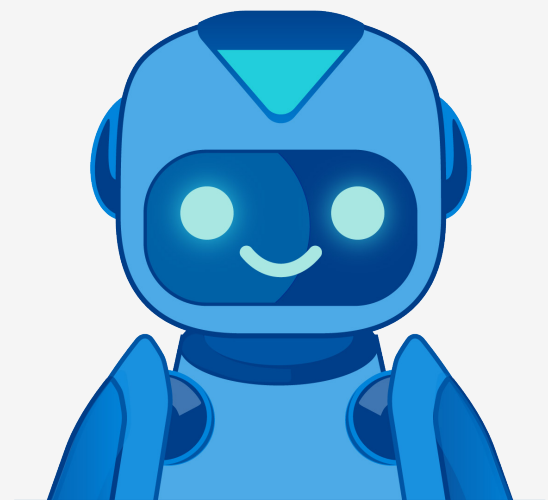
Integrations

now ServiceNow
ITSM & Knowledge

TJi Microsoft Teams
Chat

E Microsoft Office 365
(+Exchange)
DL

Bot: Vic



Vic brings real-time help to Teams

In August 2020, Verisk rolled out Moveworks, known as Vic to its employees. Vic is an advanced AI chatbot available inside Microsoft Teams, Verisk's hub for collaboration. By deeply understanding employees' requests with AI, Vic maps each one to the right solution, whether it's a snippet from a troubleshooting guide, a form to order new hardware, or a map of the company headquarters. It doesn't matter what channel employees use to submit their support issues—Vic intercepts emails, tickets, and forms sent to the help desk and then solves the requests automatically.

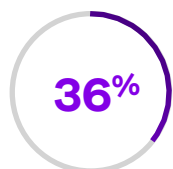
Most chatbots struggle to hold a natural conversation without following a script, which leads to frustrating experiences and few returning users. But thanks to the Moveworks Intelligence Engine™, Vic can seamlessly shift gears when a user switches to a new topic, rather than relying on a pre-scripted dialog. That's why more than 96% of Verisk's employees—almost its entire workforce—now rely on Moveworks for instant support.

"Moveworks is a chatbot that made me go 'yes' right away," Lewis said, "and it's been a great journey ever since."

Drilling down on employee experience

Not surprisingly, Verisk's acquisitions came with significant support challenges. The company needed to onboard thousands of new employees across the UK, Spain, and Asia-Pacific, and at the same time, each acquired company possessed its own systems and processes. To unify the organization, Verisk had to transform this complex environment into a simple, consistent experience for employees.

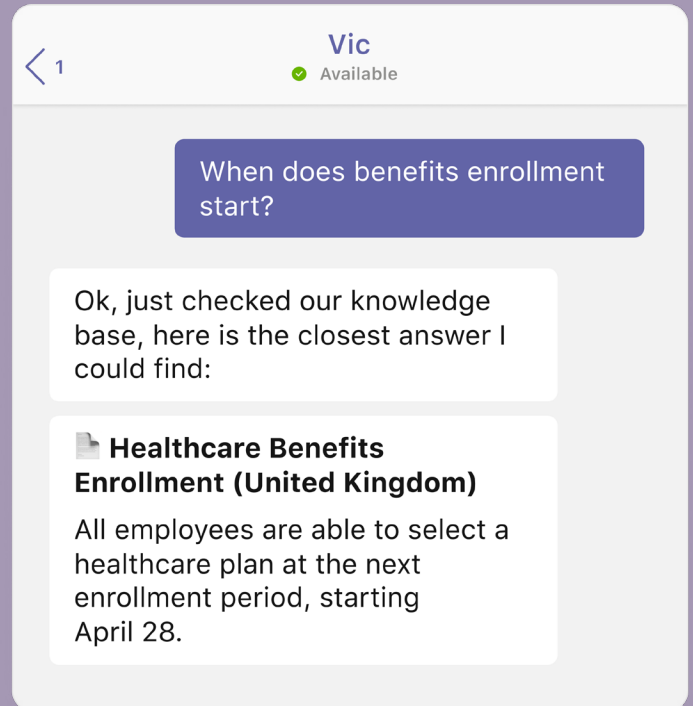
So Lewis and team designated Vic as the first point of contact for support. No matter what systems employees use, they can just ask Vic for help. And no matter what resource they need, Vic finds it across the company's expansive tech stack. Lewis noted that employees are now able to extract valuable information and leverage powerful workflows from the company's backend systems—without needing to navigate through these systems on their own.



of issues resolved automatically

Product Highlight

Support is no easy feat in just one office. But with locations and employees all over the world, language barriers make fast, accurate support even more difficult.



"Having a chat-based interface was crucial as we globalized our helpdesk. With Vic, we've completely eliminated the waiting, friction, and language barriers that come with asking for help over the phone. We've actually shut down phone support because users prefer going to Vic."

— Bill Merritt, Global Helpdesk Manager

A new approach to employee comms

In attempting to bring together its worldwide workforce, Verisk's top priority is keeping everyone on the same page. Yet when it comes to employee communications, most organizations face at least five major obstacles:

1. Company policies are constantly changing during this era of hybrid work
2. Updates sent in mass emails tend to get ignored or lost in the inbox
3. Communications are irrelevant to many employees who receive them
4. Service desks struggle to address the follow-up questions that comms generate
5. Even when employees understand the update, it can be hard to take action

Verisk has overcome all of these obstacles with Moveworks for Employee Communications. Rather than sending out static mass emails to the entire workforce, Vic delivers targeted updates and reminders to only the affected employees, meeting them on Microsoft Teams where they're already working. Vic even allows Verisk to schedule messages at a certain time for employees in different time zones, so that nothing gets lost in the shuffle.

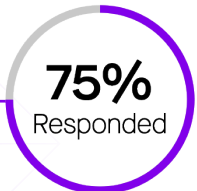
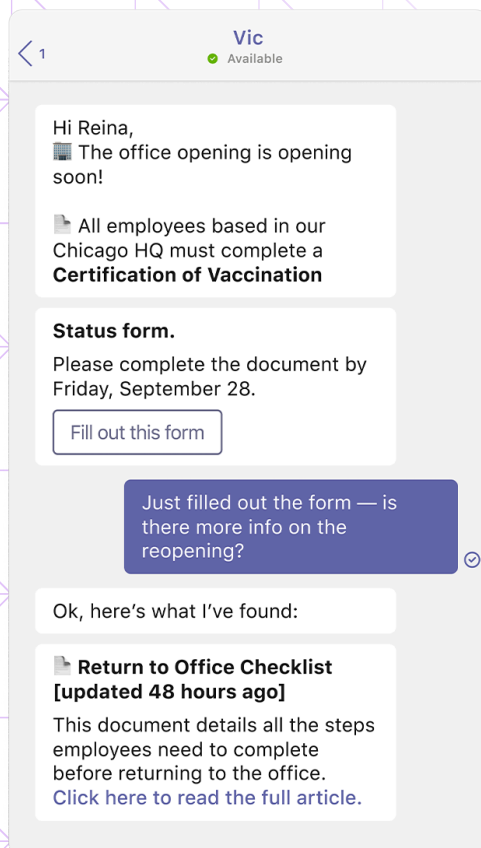
The best part? Messages from Vic are interactive, allowing employees to take the requested action or ask follow-up questions directly through the bot. In other words, Vic isn't just a messenger; it's an expert assistant that can provision new software or provide a snippet from the latest travel policy, right there in chat.

"We have employees all around the world," said Lewis. "Keeping everyone informed is about delivering relevant messages and letting them take action, without leaving Teams. That's how Moveworks takes our comms strategy to the next level."

De-risking the return to the office

Verisk has always prioritized giving employees everything they need to do their best work. And as many employees return to the office, handling the transition effectively will make or break their experience—influencing their decision to stay for the long haul. However, it's not easy to make so many new hires comfortable in an unfamiliar environment, all at once. As Verisk reopens its offices, its employees need help with everything from connecting to the WiFi network to setting up hardware.

Using Vic, Verisk is making the transition effortless, since the bot keeps employees productive and comfortable by delivering immediate support. And with Moveworks for Employee Communications, sharing critical updates is just as fast.



Preventing issues before they happen

Beyond just resolving IT issues with Vic, Verisk is now predicting and preventing problems ahead of time. For instance, when an employee's password is set to expire, Vic reminds her beforehand via Teams so she won't get locked out later. This proactive approach has been particularly crucial for Verisk, given the influx of new employees from acquisitions. People often don't know what they need until they run into an issue, which renders Vic all the more important.

Nowhere has proactive support made a bigger impact than in resolving account issues. Before Moveworks, the help desk would spend countless hours resetting passwords and addressing lockouts. But today, Vic addresses thousands of account issues, proactively and autonomously, without involving the help desk.

A journey of continuous improvement

Automatically finding resources like forms and knowledge articles is just half the story. Verisk also makes a concerted effort to improve these resources over time, using the visibility that Moveworks offers into common requests and questions

from employees. To fill in the largest support gaps, the help desk team reviews the Performance Insights Dashboards—Moveworks' analytics—on a weekly basis. Such insights let the team prioritize the articles to create and revise, which, in turn, lets employees self-service.

In addition, the Moveworks Customer Success team meets regularly with Verisk's leaders to ensure they get maximum value from Vic. Moveworks subscribes to the philosophy that it is responsible for Vic's results, and for Lewis, the level of support has been second to none:

"Whenever you add a new tool—especially one with AI—there's a risk of confusion," Lewis said. "But Moveworks' Customer Success team is there every step of the way, uncovering new ways to leverage Vic and become more efficient. It doesn't get easier than that."

One bot, one company

Most organizations accept increased friction for employees as an inevitable byproduct of growth. But by powering Microsoft Teams with Moveworks, Verisk has achieved a remarkable result: simplicity. Now, even as the company adds new people and offices, systems and tools, it can provide a single interface for support—one that eliminates friction at every step of the process.



"Without Moveworks, we would've had to triple our L1 workforce. There's no comparison to what a human agent can do."

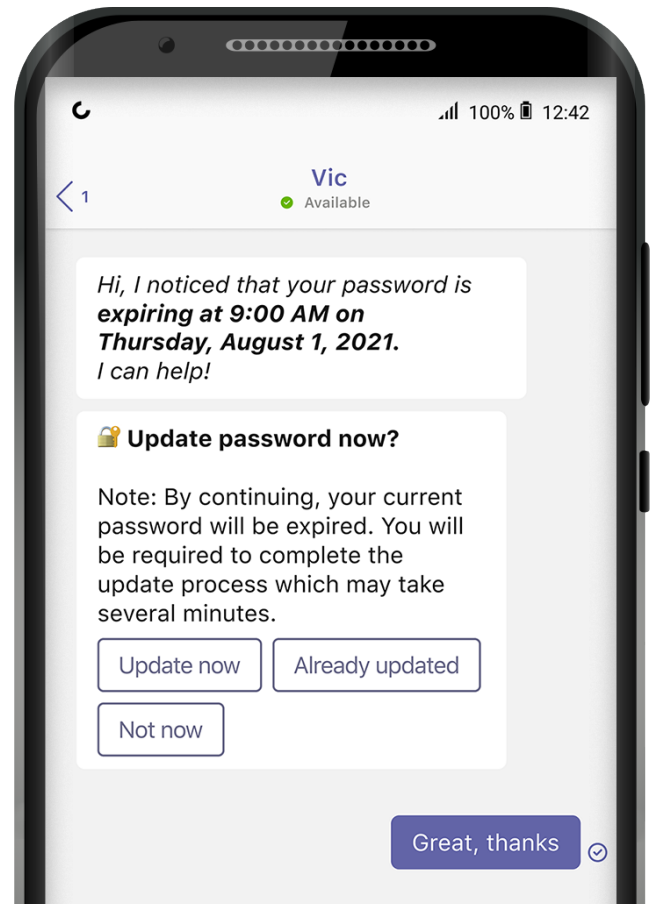
— David Lewis, AVP of Compute Services

4.2_k

account issues resolved
per month

Of course, it's not just employees who benefit from instant and automatic support. Because Moveworks solves routine issues and repetitive questions automatically, Verisk's help desk can allocate its time toward high-impact work, including other AI projects to improve the business as a whole.

For Lewis, the transformation journey has only just begun. His team is currently advocating to expand Vic to additional departments, such as HR, and showing them what the bot can do. Becoming "one consistent, uniform, global company," he said, starts with "one bot that can do it all."



"Moveworks took a huge burden off our team. Our agents are freed up from button-clicking problems, and can now focus on building long-term solutions."

— **Bill Merritt**, Global Helpdesk Manager



Request a demo

moveworks.com/request-demo