

How Power Design built the service desk of the year with AI

 **POWER
DESIGN** → [Case Study](#)

Service Desk Institute
certification achieved

4 Stars

Power Design is construction, from start to finish

With over three decades of experience and more than 1,700 projects under its belt, Power Design has cemented itself as a leading multi-trade contractor industry. The 2800-plus employee company operates in more than 23 states across the US, generating over \$1 billion in annual revenue.

Taking projects from start to finish across electrical, mechanical, plumbing, systems and more, Power Design delivers unmatched performance and service across its wide geographical footprint. As Josh Nelson, Director of Technology Experience at Power Design, explained, “We leverage our dispersed workforce of office and field employees to provide seamless end-to-end project execution for our clients.”

Recognizing that IT reliability and support are business critical for the company, Nelson sought to optimize its service desk with the twin goals of supporting employees and freeing up the IT team by accelerating the plusONE service they provide.

Supporting teams on both sides of the service desk

At Power Design, providing exceptional service started with building the best service desk possible. As Nelson explained, “We wanted to take a proactive approach to supporting our workforce — getting employees what they need before they even ask.”

With staff dispersed across offices and project sites, delivering consistent, unified service was difficult. Nelson saw an opportunity to leverage technology to provide instant, personalized help to ensure that every employee had the resources they needed to get their job done.

On top of that, Nelson aimed to enable the IT team to more strategically support the business. “By automating repetitive tasks, our talent can focus on adding business value, upskilling and transforming their careers through innovative projects,” said Nelson.

By taking a proactive, relationship-first approach, Power Design aspired to drive productivity and growth across its dispersed workforce. Nelson noted, “Enabling each employee’s success, no matter what, is our top priority.”






Challenges

- Manual support processes slowed issue resolution
- IT team bogged down handling repetitive tasks instead of strategic initiatives

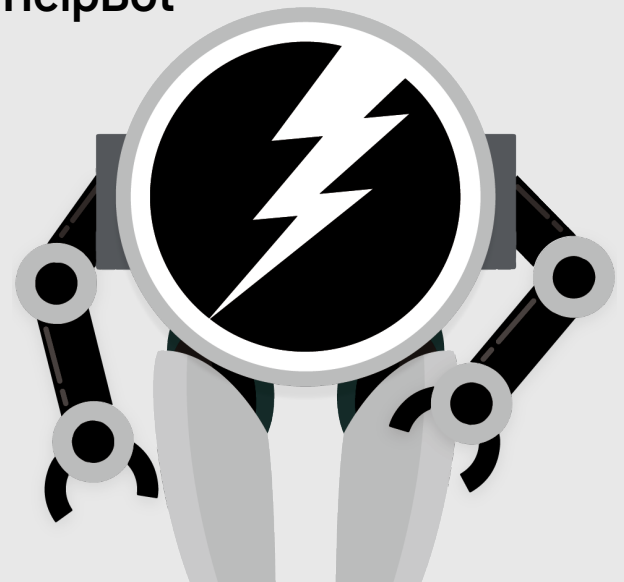
Results

- Automated 1,000+ hours of repetitive tasks to focus on strategy
- Named Service Desk of the Year by the Service Desk Institute for the team’s breakthrough innovation and measurable impact

Integrations

-  **Atlassian Jira Service Desk**
ITSM
-  **Microsoft Azure AD**
SSO
-  **Microsoft Teams**
Chat Platform
-  **Microsoft Office 365 (+AD)**
Distribution List
-  **Active Directory Security Groups**
Software Provisioning

HelpBot



HelpBot goes to work

In January 2021, Power Design deployed a Moveworks copilot known internally as HelpBot to provide proactive, unified service to its workforce.

Key metrics show that a growing number of employee issues are resolved by the copilot, and this percentage will only grow over time as the copilot connects an increasing number of backend resources and applications.

As Nelson stated: “HelpBot resolves common issues like password resets automatically while enabling our help desk team to focus on more strategic initiatives. And it has the potential to do much more.”

Automating key IT workflows with out-of-the-box AI

Top IT teams recognize the power of automation to deliver faster support, given the limitations of manual workflows.

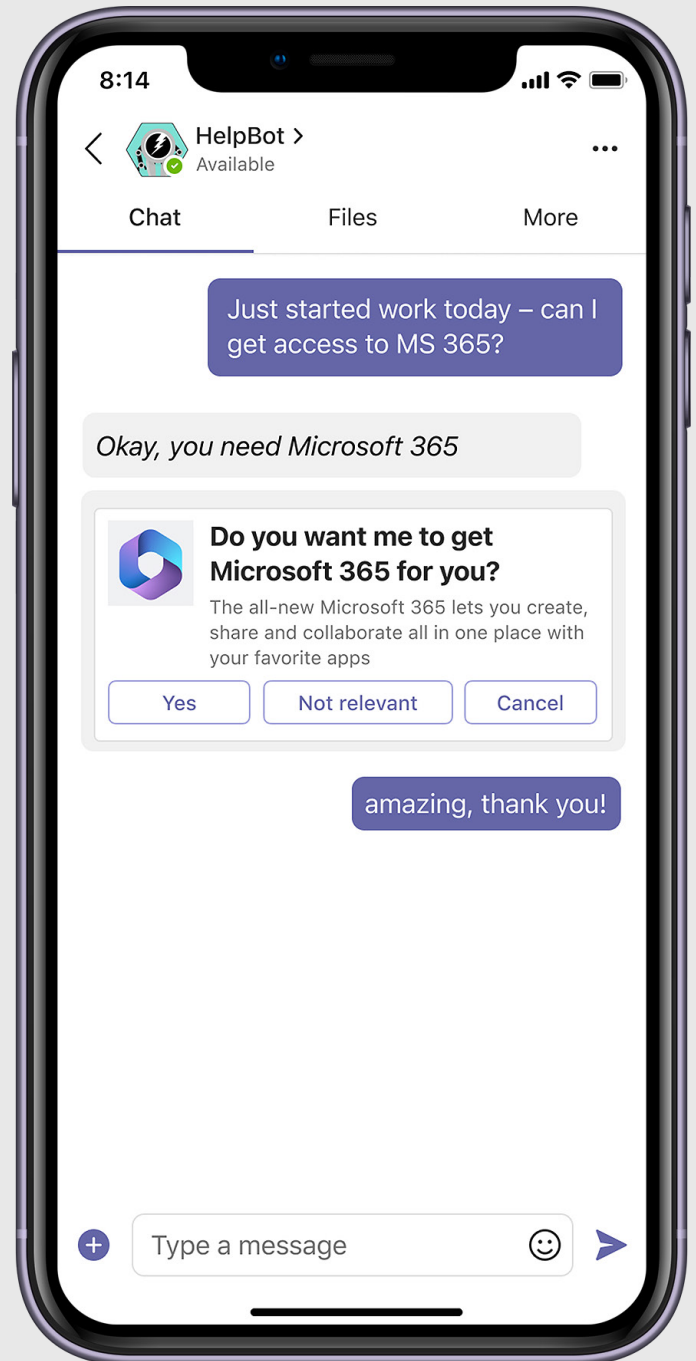
Rather than build an automated solution in-house using a chatbot toolkit, Power Design sought a solution that provided immediate value without ongoing management overhead. That solution was Moveworks.

Moveworks provides powerful automation out of the box, filling critical gaps for Power Design. With advanced AI that understands questions and resolves issues instantly, Moveworks required no dialog flow maintenance from Power Design’s IT team, enabling them to rapidly gain impactful automation and enhance support without draining engineering resources.

As Nelson stated, “The out-of-the-box capabilities accelerated our ability to proactively resolve tickets.” But Moveworks didn’t stop there.



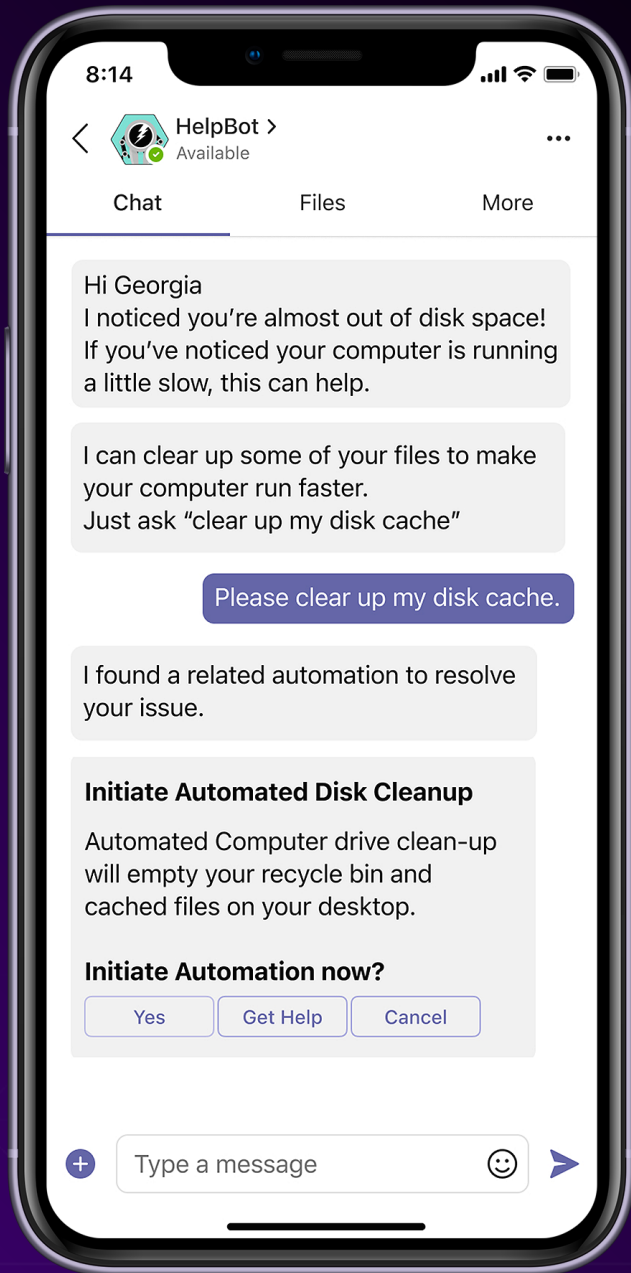
Product Highlight



“Out-of-the-box AI accelerates our ability to proactively resolve tickets.”

— **Josh Nelson**, Director of Technology Experience, Power Design

Moveworks → in action



Taking automation even further with Creator Studio

While Moveworks provided impactful out-of-the-box automation, Power Design wanted to build custom workflows tailored to their business. To do this, Nelson and his team turned to Creator Studio.

Powered by best-in-class large language models, Creator Studio made it easy to build conversational workflows.

To explore the potential of Creator Studio, Power Design held a two-day hackathon focused on prototyping use cases. "It was simple to connect systems like Jira, Power Automate, and Oracle Apex to automate workflows," said Nelson.

Critical prototype use cases included visitor notifications, device monitoring, and ticket handling. As Nelson noted, "Creator Studio helps us solve problems before they become issues. For example, we use it to monitor devices and generate tickets when multiple alerts trigger to address the root cause."

Power Design plans to launch new workflows monthly based on emerging needs. As Nelson stated, "The automation we've built with Creator Studio has saved us around 1,000 hours so far."

With Creator Studio, Power Design can rapidly scale automation to provide proactive support. As Nelson explained, "It gives us the capabilities to help employees before downtime occurs."

1K

**Hours saved so far with
Moveworks Creator Studio**

Powering the IT team for the future

As a forward-thinking IT leader, Nelson sees AI skills as crucial for his team's career growth. Generative AI will only become more prevalent going forward. It'll be just as fundamental as knowing SQL," stated Nelson. "Exposure to AI tools like Moveworks gives my team experience that will be invaluable for their future careers."

By leveraging Moveworks' automation capabilities, Nelson freed his staff from repetitive tasks, noting, "They can now focus on upskilling and tackling more complex, business-critical initiatives."

In particular, Moveworks' Creator Studio has been a powerful enablement tool. In Nelson's words: "Building workflows with Creator Studio teaches my team how to utilize AI in a practical, impactful way."

By actively exposing his team to the latest AI through thousands of conversations to communicate policies, to help employees act, to save money—freeing up agents to think about strategic projects.

The 'Best Service Desk' is powered by Moveworks

With its automation and AI capabilities, Moveworks gives Power Design a launch pad to improve the support experience for employees, accomplish ambitious AI initiatives, and focus talent on high-value work.

In one particularly impactful moment, Moveworks helped Power Design to achieve 4-star service desk certification on its journey to being named SDI's Service Desk of the Year by handling repetitive busy work. As Nelson stated, "Our proactive innovation gives us a competitive edge."

This consistent, proactive support empowers Power Design's team to set its sights high. Nelson and his team are positioned to accomplish ambitious goals and continue pushing the boundaries of what a service desk can achieve.

"Moveworks' AI gives us a springboard to innovate and accomplish more with less"

— **Josh Nelson**, Director of Technology Experience,
Power Design



Request a demo

moveworks.com/request-demo

