



nine minds 
White Paper

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Revolutionizing IT Support:

The Specialized AI Solution Advantage



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Introduction

Consider the transformative power of AI for your IT support teams. By analyzing large volumes of data with speed and precision, as well as continuously enhancing performance through experience, AI may be the ultimate key to alleviating common IT support challenges.

As AI continues to gain traction in the IT support industry, its implications will ripple through various aspects of the field, enhancing roles, workflows, and customer experiences. This change will reimagine IT support for good, seamlessly enabling a new era of efficiency, proactivity, and exceeding customer expectations.

One large HDI survey reveals that more than one in three IT practitioners are experimenting with or planning to implement generative AI in their organizations.

So what do IT support teams stand to gain from AI integration? How do specialized AI solutions compare to undifferentiated AI tools, like the headline-seizing ChatGPT? And what is the value of AI coalescing within the workplace?

As AI innovators, Nine Minds looks to answer these questions and dive further into specialized AI solutions and how they can elevate the IT ecosystem.

The Current IT Support Landscape



The Current IT Support Landscape

The rapidly evolving IT industry is witnessing a significant shift as organizations are integrating AI tools into their roadmaps.

According to a [Deloitte survey](#) carried out in late 2022, a remarkable 94% of business leaders recognize the critical role of AI in ensuring success over the next five years.

Given the IT sector's reputation as an early adopter of cutting-edge technology, it's no surprise that staying competitive requires adaptability to evolving trends and modern best practices. However, IT Support still faces the challenge of efficiently managing a substantial volume of help desk tickets while addressing complex issues, ongoing education, and training. This pattern has been challenging to overcome without increasing staff size and company expenditure.

Nine Minds' AI-driven solution offers a way out of the Sisyphean cycle by alleviating the burden of handling endless tickets—all while enhancing customer satisfaction, reducing the cost per ticket, and freeing up valuable time for MSP agents.

Ticket Volumes Continue to Surge

Despite years of escalating ticket numbers, 49% of support centers continue to experience further increases, according to The State of Technical Support in 2023 by HDI.

Additionally, more than half of the tickets that help desks are receiving are categorized as Level 1 issues. This means that MSP teams end up wasting effort on rudimentary tickets that create redundancies.

In order to keep up with the overwhelming influx of tickets, support teams have been forced to overwork themselves—which is unsustainable.

With Nine Minds' specialized AI solution, Alga, MSP teams are provided with the assistance needed to quickly resolve the high volume of tickets, without facing burnout.

Alga acts as an additional expert assistant for each support agent—essentially doubling the staff at a fraction of the cost. Organizations can then reinvest the money they saved while aiding MSP agents with their daily efforts.

What's at Stake

Inadequate IT support comes at a steep cost, with the potential to trigger a cascade of productivity losses.

The repercussions extend beyond mere inefficiencies, promoting a growing discontent that could place the IT service operation at a competitive disadvantage.

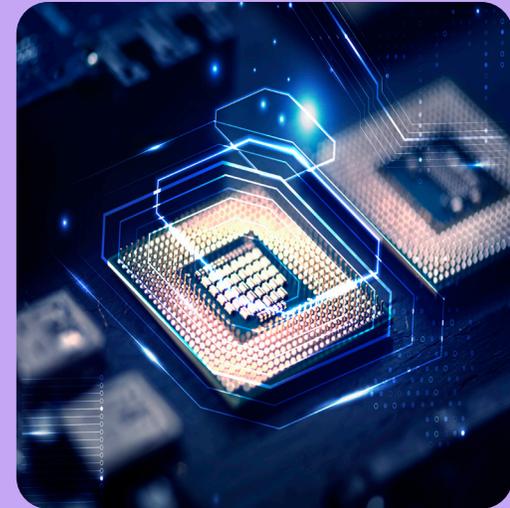
On the other hand, MSPs that can dramatically cut resolution times without sacrificing accuracy or the sense of personalized service have an opportunity to set themselves apart from the competition.

Redefining Ticket Resolution

The [Benchmark H2/2022 report](#) concludes, "Using automation to solve the easy tickets can be a good way to liberate agent and analysts resources to focus on the high-impact tickets that cause the most frustration."

While simple automation can help solve easy tickets, Nine Minds takes ticket resolution a step further.

With specialized AI solutions and their task-specific design and capabilities, the dynamic interaction between agents and AI allows for improving efficiency and response times—particularly when it comes to ticket management and the resolution of simple queries.



Breaking Down The Numbers

The fully-burdened cost for a ticket is about \$25, according to [Happy Signals](#). Considering HDI reports that a 3,000-person organization experiences roughly 1,560 unplanned incidents a month, the annual expense could add up to \$468,000 (based on an average \$27 hourly wage). In addition to that expense comes the productivity loss for each interruption. The [Global IT Experience Benchmark H2/2022](#) found that 13% of support tickets generate 80% of lost time.

The Emergence of LLM in IT Support



The Emergence of LLM in IT Support

In early 2023, AI—particularly Large Language Models (LLMs)—gained widespread recognition in the public eye as ChatGPT seized national media headlines.

Large Language Models are trained on extensive volumes of datasets, typically including information publicly available on the internet, information licensed from third parties, and information provided by users or trainers.

This training empowers LLMs to not only understand natural language but also to discern patterns and extract meaningful information from various modalities (such as text, images, and audio). LLMs can also generate human-like textual outputs that capture context, tone, and nuanced meanings.

Extensive training on curated data and fine-tuning of LLMs create the opportunity for custom solutions that can leverage the whole sphere of IT support.

Nine Minds utilizes the unique abilities of Large Language Models to learn, empathize with users, and employ the vast potential of a knowledge base to increase a team's productivity.

Different Uses of LLMs

Undifferentiated AI

Undifferentiated AI solutions (like ChatGPT) are general-purpose LLMs that are not designed for a specific task or domain. They are used to perform a wide range of functions or address various types of problems, without being highly specialized in any one area. Although undeniably valuable and intelligent, these solutions tend to fall short in addressing the distinctive requirements of IT teams, lacking tailored offerings and adaptability. They often resemble generalists, requiring prompting or coaxing for specialized responses, a time-consuming process with uncertain outcomes.



In fact, "Welcome to the Era of ChatGPT et al.," a [research article](#) published in March 2023, explains that "The [prompt engineering] process is iterative, with the model's output being analyzed and the prompt adjusted accordingly. This has led to the emergence of a new occupational field... Query experts or prompt engineers." When implementing AI within organizations, it's important to consider the complexity of its desired use. With organizations like MSPs that are already spreading their workload thin, hiring a dedicated staff member or taking the time to craft prompts just to see a positive ROI may be counterproductive.

Specialized AI Solutions

With no prompting skills required by the user, specialized AI in IT support shines by continuously learning and evolving. These specialized solutions, like Alga, act as expert support agents, refining their capabilities through real-world experiences, becoming more effective and precise with each challenge. This focused expertise stems from their design and training for specific tasks, applications, or domains. This self-improvement leads to a proactive support system that resolves current issues efficiently. Additionally, these kinds of tools can anticipate and prevent future problems, ultimately enhancing IT support operations' overall reliability and effectiveness.

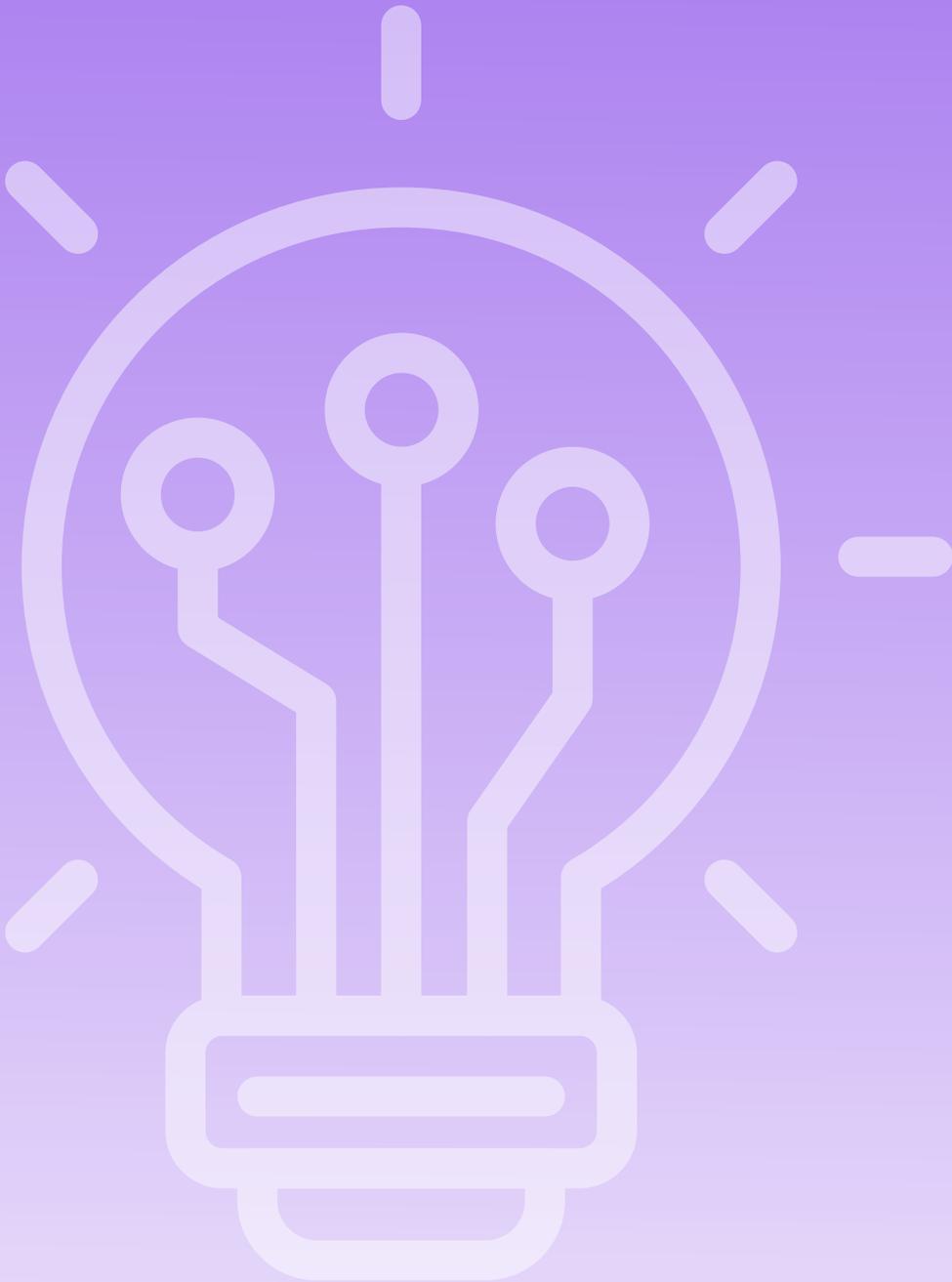


Rather than relying on undifferentiated AI and prompting, specialized AI solutions like Alga include expertly designed prompts. These AI systems are tailored to understand their domain in-depth. For instance, an IT-focused AI might recognize conversation patterns in support tickets, generating advice, interaction summaries, and context-based replies for customers. Furthermore, with the right resources, some can even adapt to specific company requirements.

Choosing the Ideal AI Solution

Today's market allows companies to choose between undifferentiated AI tools and specialized AI solutions depending on their needs and resources.

This section highlights their advantages, disadvantages, and ideal use cases.



Undifferentiated AI Tools

Advantages:

» **Versatility:**

Undifferentiated AI tools can handle various tasks and adapt to various contexts, making them versatile for different operational needs.

» **Cost-Effectiveness:**

Undifferentiated AI tools cover a large spectrum of expertise, making them cost-effective for businesses that have less of a need for AI in their workflow or businesses that use AI at multiple levels within their organization.

» **Continuous Improvement:**

Often trained on diverse data, undifferentiated AI can better understand and generate natural responses. Plus, their performance improves over time as they interact more with users.

Disadvantages:

» **Broad Approach:**

As they're designed for a wide range of applications, undifferentiated AI tools lack the specialized capabilities needed for specific tasks. While ChatGPT has an array of knowledge, it cannot always provide comprehensive expertise that industry professionals rely on.

» **Customization Required:**

Undifferentiated AI tools may require significant customization and training to adapt to specific use cases.

» **Cumbersome:**

The lack of integration with most IT support systems and other applications makes them cumbersome to use. Rather than providing a single interface, they require users to switch between multiple interfaces to copy and paste data along with the correct prompts.

» **Lack of Data Security:**

Undifferentiated AI tools raise concerns for companies subjected to data privacy standards or with proprietary or sensitive data. As every input becomes part of the model, they have to relinquish control of their data.

Specialized AI Solutions

Advantages:

» **Specialization:**

Specialized AI solutions often perform exceptionally well in their designated areas. A support ticket solution, for instance, taps into vast knowledge databases inaccessible to undifferentiated AI tools, instantly providing users with the most recent and relevant information available.

» **Ready to Use:**

Built with a specific purpose in mind, specialized AI solutions are often ready for immediate use with minimal customization or training.

» **Secure:**

In sharp contrast to undifferentiated AI tools, a specialized AI solution can shield transmission from being accessed or used by anyone but the approved parties.

» **Integrated:**

Rather than a separate tool, specialized AI solutions are developed to integrate with specific interfaces. For example, an optimal, AI-driven ticket management solution seamlessly integrates with Professional Services Automation (PSA) systems. This user-friendly setup cuts training time and eliminates the need for users to share any of their own data.

Disadvantages:

» **Limited Flexibility:**

Specialized AI solutions tend to be less flexible to multiple subject areas, and thus may not be applicable outside their intended use cases.

» **Potentially Higher Costs:**

Specialized AI models, despite their enhanced capabilities, are not necessarily more expensive than undifferentiated AI. However, adopting specialized AI increases costs by introducing an additional subscription or service. These costs are often justified by the value specialized AI brings, such as improved efficiency, accuracy, and tailored solutions. In the long run, the investment in specialized AI can lead to significant savings by optimizing IT support operations and delivering enhanced customer contentment.

Delving Deeper Into Nine Minds' Support Transformation



Delving Deeper Into Nine Minds' Support Transformation

Many companies take for granted the valuable information that their records store. What if MSPs could take the extensive knowledge that the team accumulates from everyday encounters, and make it work for them instead? It would no longer be a static buildup, but instead, a synergetic assistant that allows your team to quickly resolve tickets that don't need an agent's full attention. This is precisely what Nine Minds is accomplishing with Alga.



So, Just What Is Alga?

Alga is a specialized AI tool that assists MSP agents with seamless PSA integration, cross-platform compatibility, and data security. Alga addresses common pain points in IT support and boosts efficiency in resolving user issues, upending old rules about IT service management platforms.

By enabling MSPs to tap into huge volumes of ticket data and client communication, Alga can identify the nature and urgency of incoming customer requests, compile detailed summaries of each issue, generate intelligent instructions for agents, and craft natural client-ready responses.

Additionally, Alga can empower proactive identification and resolution of recurring issues through insights derived from secure historical ticket data, as well as gather comprehensive reports that include response times, ticket categories, and the number of issues resolved.

Here are the benefits these features bring to the table...

Enhanced Productivity

Support technicians often have little choice but to search siloed knowledge bases or community forums to respond to service requests. Nine Minds transforms this outdated and time-consuming process by enabling engineers to streamline "busywork," providing detailed advice on how to solve each ticket, gathered from extensive internal data. Alga also helps technicians deliver accurate, contextually relevant, and personalized responses to customers in record time. The ability to serve more users without sacrificing quality means MSPs can efficiently scale their resources to drive more profits.



Seamless PSA Integration & Implementation



With Nine Minds, you'll receive effortless integration with PSA systems. In fact, the Nine Minds solution was designed for simplicity of use, allowing MSPs to immediately access deep IT knowledge without having to provide their own data. This "out-of-the-box" approach requires no data input or time-consuming training and drives efficiencies across the help desk and the organization as a whole.

Unlocking the Potential of Knowledge Bases

Access to MSP's knowledge bases allows AI to understand minute patterns and make predictions. Specialized knowledge bases serve as a foundation for machine learning algorithms, enabling AI to continuously learn and adapt based on the evolving information landscape. The value AI derives from knowledge bases lies in its capacity to act as an intelligent, dynamic, and continually improving resource. Alga can be used to automatically update and maintain the IT support knowledge base, ensuring that all information is current, relevant, and easy to access. This not only improves the efficiency of the support process, but also ensures that operators have the most up-to-date information at their fingertips.



Customer Satisfaction and SLA Performance

Nine Minds significantly reduces response times and enhances accuracy, enabling businesses to surpass their SLAs. Unlike generic automation tools or chatbots, Nine Minds delivers natural, engaging, and tailored responses that ensure clients feel valued and understood. This personalized, high-quality service, consistently maintained even on demanding days, leads to



heightened customer satisfaction, improved retention rates, and more substantial growth for the MSP.

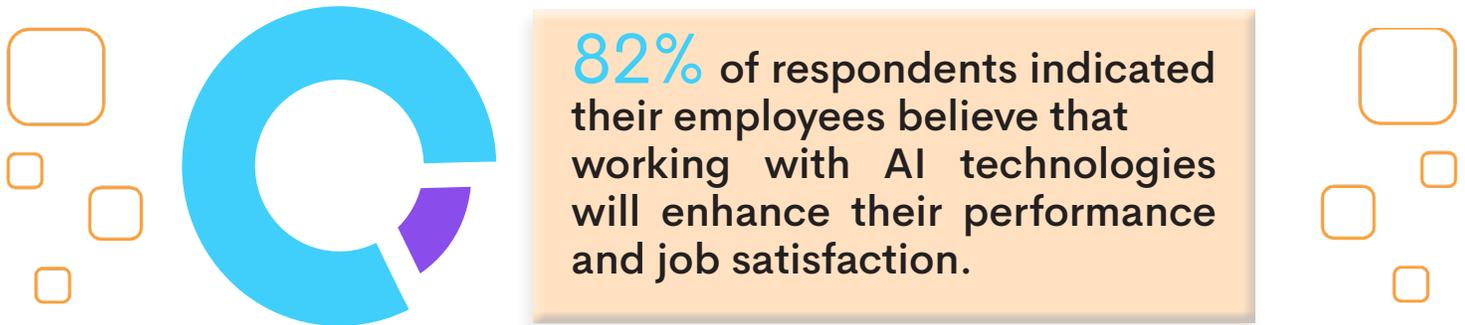
However, support quality is sensitive, and influenced by factors like skill level, experience, and each MSP agent's individual knowledge. These factors can result in inconsistencies with first contact resolution (FCR), a critical metric for customer satisfaction. One effective approach to boost FCR rates is to provide consistent and regular training for MSP agents. Surprisingly, HDI reports that once onboarding concludes, only a small percentage of staff receive more than ten days of annual training. With Nine Minds' Alga, support teams will have enough time to grow their skills through recurrent learning.

Lower Training and Education Costs

For less experienced engineers, Nine Minds' Alga works as a virtual mentor. With technical triage replaced by generated responses and recommendations, IT support becomes accessible to more team members. This reduces the need for initial training, opening the doors of opportunity to more people. In essence, Nine Minds' Alga enhances the IT expertise throughout the team, streamlining processes and effectively managing the increasing influx of support requests.



Increased Employee Morale



Engineers are the backbone of successful MSPs, but staffing challenges can stretch the team thin. Employers are actively seeking solutions to enhance work productivity and employee satisfaction.

 According to Deloitte, 82% of employees believe this can be accomplished by integrating AI technologies. This is where Nine Minds steps in, alleviating the workload and fostering a more fulfilling work environment, free from the weight of laborious service requests.

Alga's intelligent solutions and suggestions help MSP staff redirect their focus and energy to value-added services on busy days. Alga also serves as a learning tool by offering potential solutions they may not have considered. New insights, in turn, expand the team's knowledge and help each agent grow in their career.

By packing all of these benefits into one easy-to-use extension, Nine Minds' AI solution transforms the traditional IT support experience into a more efficient, proactive, and user-friendly process. It not only mitigates the challenges faced by IT support teams but also raises the bar for what users can expect from IT support services. Consider Alga by Nine Minds the most productive engineering assistant you'll ever have.

Conclusion

With AI claiming its place in the modern world, ignoring the advantages it brings will only hinder an organization's limitless potential for growth. Utilizing AI in the professional setting isn't a matter of "if" but a matter of "when."

With the immense enhancements that AI brings to the MSP sphere, Alga by Nine Minds stands to rebuild the way the world looks at IT. In order to remain competitive in this field, grabbing hold of this opportunity is something that can't be ignored. Those who cling to prior trends and antiquated approaches will be left behind.