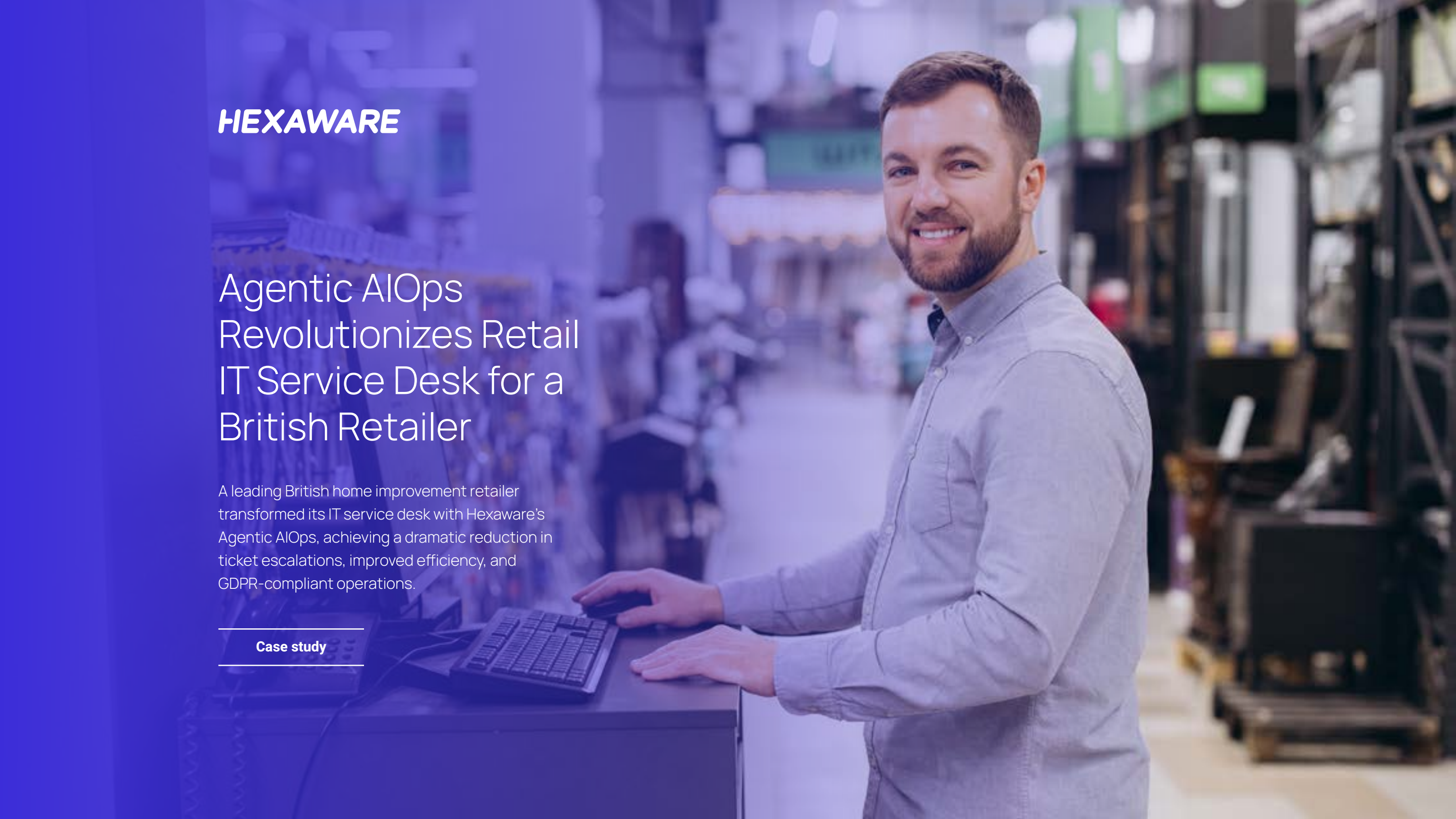




HEXAWARE

Agentic AIOps Revolutionizes Retail IT Service Desk for a British Retailer

A leading British home improvement retailer transformed its IT service desk with Hexaware's Agentic AIOps, achieving a dramatic reduction in ticket escalations, improved efficiency, and GDPR-compliant operations.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A Leading UK Home Improvement Retailer

The client is a prominent British home improvement retailer, operating a high-volume IT service desk that supports a vast network of stores and digital channels. As a cornerstone of the UK's retail IT sector, the client's service desk is responsible for ensuring seamless technology operations across all business units.



Challenge

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Breaking the Escalation Cycle: Deep Business Challenges

The business faced a critical need for IT service desk automation to break the cycle of unnecessary escalations and restore efficiency to its retail IT operations. Let's take a look:

- **Fragmented Knowledge and Escalation as Default:**
Despite its scale, the retailer's IT service desk was hampered by fragmented knowledge management. Runbooks and knowledge base (KB) articles were often outdated, making it difficult for analysts to quickly find reliable solutions.
- **Overloaded L2 Analysts and Inefficient Processes:**
With knowledge resources out of date, escalation became the default response. Tickets that should have been resolved at L0 or L1 were routinely pushed to L2, overloading senior analysts with avoidable work. This not only increased operational costs but also slowed down resolution times, impacting overall service quality and customer satisfaction.



Solution

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Agentic AIOps in Action
What Hexaware Did: Deploying Agentic AIOps
 Hexaware partnered with the retailer to overhaul its IT service desk using the Tensai® for Reasoning Ops platform—an advanced Agentic AIOps solution. The goal was to embed intelligence, automation, and evidence-based reasoning into every step of the support process.

Triage Ops Agent (L1): Empowering First-Line Analysts

- **Intelligent Incident Handling:** The Triage Ops Agent was deployed as the primary intelligent layer for active incidents. Correlating incoming tickets with historical patterns and a unified knowledge base surfaced contextual resolution guidance for L1 analysts.
- **Guided Resolution:** Analysts shifted from reactive queue management to guided, confident resolution, reducing the need for default escalations.

Problem Ops Agent (L2): Focusing on Complex Work

- **Advanced Diagnostics:** For incidents requiring deeper investigation, the Problem Ops Agent provided L2 analysts with environment-aware diagnostic support. It correlated telemetry signals, recent change records, and prior incident history into structured resolution briefs.

- **Optimized L2 Effort:** L2 analysts could now focus on genuinely complex issues rather than routine tickets that should have been closed at L1.
- The Tensai® Platform: Evidence-First, Policy-Aware, and Self-Improving**
- **Agentic Reasoning:** Every recommendation is grounded in real-time operational signals and enterprise context, ensuring evidence-based actions.
 - **Cross-Tower Intelligence:** The platform reasons across observability, CMDB, topology, and change data, breaking down silos for holistic IT service desk automation.
 - **Continuous Learning:** Outcomes are fed back into the system, making the platform smarter and more efficient over time.
 - **Knowledge Base Auto-Refresh:** The KB is continuously refreshed and scored, ensuring analysts always have access to the latest guidance.
 - **GDPR Compliant and Secure:** Hosted in the EU on Azure, the solution is GDPR compliant, with an isolated data environment and SOC 2 validation in progress.



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Measurable Benefits: Metrics That Matter

- **30% Ticket Escalation Reduction:** Routine escalations to L2 dropped by 30%, freeing senior analysts to focus on high-value, complex incidents.
- **45% Routine Query Deflection at L0:** Nearly half of routine queries were resolved at the first point of contact, thanks to intelligent triage and knowledge surfacing.
- **28% Improvement in First-Contact Resolution:** The platform's contextual guidance enabled analysts to resolve more issues on the first interaction, boosting customer satisfaction.
- **22% Reduction in Average Handle Time:** Automated guidance and streamlined processes cut average ticket handling time by nearly a quarter, accelerating service delivery.
- **50% Improvement in Knowledge Freshness:** Continuous auto-refresh and scoring of the knowledge base ensured analysts always had access to the most current information.
- **25% Reduction in Analyst Workload:** By automating routine tasks and deflecting simple queries, the platform reduced analyst workload, improving morale and productivity.



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Continuous Transformation: The Client's Current State

- **Sustained Gains and Future-Ready Operations:** Three months after go-live, the retailer continues to see significant improvements in IT service desk operations. The knowledge base is continuously refreshed, and L2 analysts can now focus on genuinely complex incidents rather than routine escalations.
- **Secure, Compliant, and Scalable:** The solution is EU-hosted on Azure, fully GDPR compliant, and operates within an isolated data environment. SOC 2 validation is underway, ensuring robust audit-grade AI governance. This deployment model is directly applicable to other regulated industries, including insurance and financial services.

The retailer's IT service desk is now more efficient, resilient, and future-ready—delivering faster, smarter, and more compliant support for its retail IT operations.



Ready to Transform Your IT Service Desk?

Discover how Agentic AIOps can reduce escalations and drive efficiency for your organization. Contact us at marketing@hexaware.com today to learn more.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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