IBM & Samsung SDS: unlocking self-service

Reducing the support burden on IT by empowering end-users to solve their own challenges

Enterprise organizations use mobile devices to enable productivity on-the-go. From checking emails to running applications, these devices are often critical to how work gets done. But the sheer scale of company owned devices represents a significant burden for IT teams tasked with their procurement, deployment, and management. From ensuring a new-hire has the right tool with the right applications to responding to lost or broken devices, IT teams are involved throughout the entire lifecycle – reducing their ability to respond to other meaningful challenges.

IBM and Samsung SDS have collaborated to alleviate this burden by creating self-service access and hyper-automation to the entire device lifecycle management process. Starting with Zero Touch Mobility™ a scoped application built on ServiceNow, Samsung SDS integrated watsonx Assistant™ powered by generative AI capabilities from the watsonx.ai™ platform to create a conversational interface that links siloed support systems. Using Zero Touch Mobility with watsonx, end-users can swiftly address their own issues, reducing help desk calls by as much as 70%.[1]

70%

Up to 70% reduction in help-desk calls for mobile device issues when using Zero Touch Mobility.[1]

64%

of CEOs believe that generative AI will bridge the gap between IT and business.[2]

Zero Touch Mobility with watsonx can help customers:

– Automate device procurement fulfillment, provisioning, and deployment.

– Increase the speed of reaction time to incidents, as users can swiftly report and lock their devices via natural language.

– Gain centralized control of your mobile fleet through a single tool.

– Create operational savings through the reduction of device support incidents and help desk calls.

IBM Consulting™ maintains an active ServiceNow practice, able to assist clients with the implementation and management of Zero Touch Mobility for their device fleet through strategic partnership with Samsung SDS.

Self-service access frees up users to solve minor device problems that were previously burdensome support tickets. By utilizing natural language models from watsonx.ai, Zero Touch Mobility can assist device owners in multiple languages from anywhere. Consider how generative AI has the potential to shift the way your team manages the challenges of mobility.

Learn more about watsonx and IBM's work with Samsung SDS:
https://ibm.biz/BdmAfu

1. Samsung SDS "Powering Next-Gen Device Management With Generative AI", 2024

2. IBM Institute for Business Value "The CEOs Guide to Generative AI", 2024

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