Getting Started with Professional Services:
Enterprise Edition

sysaid

We Are SysAid

SysAid is on a mission to liberate organizations by putting AI to work for them and their people. We orchestrate service management across organizations with generative AI that taps into specialized data accumulated from thousands of customers and millions of users. With zero setup requirements, our conversational AI manages employees' requests, assists with queries, and accelerates the resolution of issues. With intelligence and ease infused into the workday, productivity thrives so that employees can focus on what they're meant to do, and organizations are free to fulfill their purpose.

With over 5,000 customers, SysAid partners with organizations ranging from small businesses to Fortune 500 enterprises across 140 countries.

IKEA   Coca-Cola   JOHNS HOPKINS SCHOOL of MEDICINE   MOTOROLA   NORTH YORK GENERAL   STUDIO ENTERPRISE

Mission Health Services

Background

Mission Health Services, a nonprofit organization based in Utah, provides skilled nursing and rehabilitation services to 500-600 patients monthly. Their small IT team struggled with manual ticket tracking, causing delays and a backlog of unresolved issues. This inefficiency not only slowed down operations but also posed challenges in maintaining HIPAA compliance while supporting multiple facilities across the state.

Results

The impact was significant: ticket resolution times improved by 90%, reducing from 3-5 business days to just 2-4 hours. Open tickets decreased by 75%, and the IT team successfully managed over 20,000 tickets, leading to higher employee satisfaction. Migrating to SysAid Cloud also ensured HIPAA compliance and enhanced data security, allowing the IT team to focus on strategic initiatives rather than server maintenance.

Choosing SysAid

Mission Health Services implemented SysAid to automate ticket creation, assignment, and status updates, significantly reducing manual workloads. Automated workflows and prioritization ensured that urgent issues were handled promptly, shifting IT from a reactive to a proactive approach. Additionally, real-time dashboards and advanced reporting provided leadership with valuable insights into IT performance, improving decision-making.

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> *Employees used to avoid IT. Now, they actively engage with us to solve problems*

Streamline Your ITSM *Journey* with SysAid

We understand that smooth implementation is high on the list of priorities of every IT leader. Our expert-led onboarding and implementation process is designed to ensure an easy transition, equipping your team with the tools and knowledge to start seeing results soon. Our structured implementation process ensures a rapid time to value, minimizing disruption while providing hands-on support throughout the journey.

From system configuration to user training, we guide your organization every step of the way.

Implementation in 10 Steps

SysAid follows a phased approach to implementation, built for a seamless deployment:

01

Discovery Calls

We'll lead structured discovery sessions with key Customer stakeholders to uncover business goals, service models, technical architecture, challenges, and strategic initiatives—each focused on a specific domain and documented for validation.

02

Tailored Project Plan

Using the discovery insights, we'll develop a detailed Project Plan outlining scope, milestones, deliverables, timelines, session breakdowns, risk strategies, and a clear communication plan for smooth collaboration.

03

Kickoff & Planning

Align project goals, establish expectations, and introduce the onboard.sysaid.com platform for smooth collaboration.

04

Initial Setup & Configuration

Customize system settings, set up integrations, and configure asset management tools.

05

Incident Management & Automation

Define user roles, set permissions, and create customized workflows.

06

Automation & User Experience

Implement automation rules, streamline ticketing, and enhance self-service functionality.

07

Copilot Experience

Embed AI in all processes from setting up to optimization

08

ITIL Aligned Request Management & Analytics

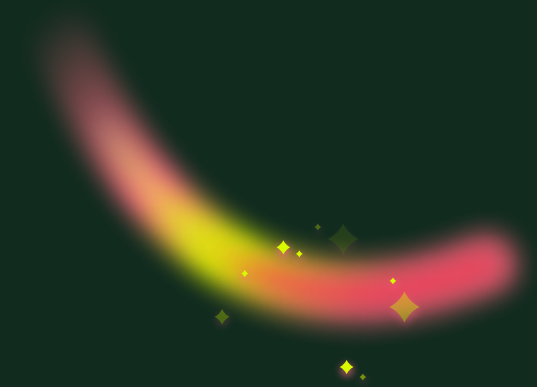Configure requests, problems, and change management workflows, reporting, and business intelligence analytics.

09

Go-Live & Hypercare Support

Ensure a successful transition with dedicated support and administrator training.

10

Project Handoff & Continuous Improvement:

Conduct post-implementation reviews, assess success metrics, and refine system usage.

Dedicated Project Management – Led by Your Implementation Team

Every implementation is guided by a dedicated Project Manager who serves as your focal point from kickoff to completion. We provide structured project reviews, clear escalation paths, and consistent check-ins to ensure your goals are met on time and with confidence. From handholding during onboarding to proactive oversight throughout the rollout, your Project Manager is there to drive success and eliminate roadblocks before they arise.

Join An Exclusive Onboarding Masterclass

To support your implementation, we offer a weekly SysAid Onboarding Masterclass – a live Q&A session where clients can bring their questions, receive expert guidance, and navigate their SysAid implementation with confidence.

Where - Online
Register - Sign up here

For additional assistance, contact your SysAid onboarding team.

Key Features

SysAid IT Service Management (ITSM)

SysAid's IT Service Management (ITSM) platform is an all-in-one solution designed to streamline IT workflows, automate repetitive tasks, and enhance service delivery. With built-in AI-powered automation, ticketing, and self-service capabilities, it empowers IT teams to resolve issues faster and improve user satisfaction. The platform offers seamless integration with third-party tools and provides real-time insights into IT performance through intuitive dashboards. By reducing manual efforts and enabling proactive IT support, SysAid ITSM helps organizations enhance operational efficiency and deliver a consumer-grade service experience.

SysAid Copilot

SysAid Copilot is an AI-driven suite designed to revolutionize IT service management by automating support processes and enhancing user experiences. It integrates generative AI to provide instant responses, automate ticket resolution, and assist both IT teams and end-users through AI-powered chatbots. With advanced analytics, Copilot offers valuable insights that help IT teams identify trends, optimize workflows, and improve decision-making. By reducing response times and increasing automation, SysAid Copilot transforms IT service delivery, making it more efficient and intelligent.
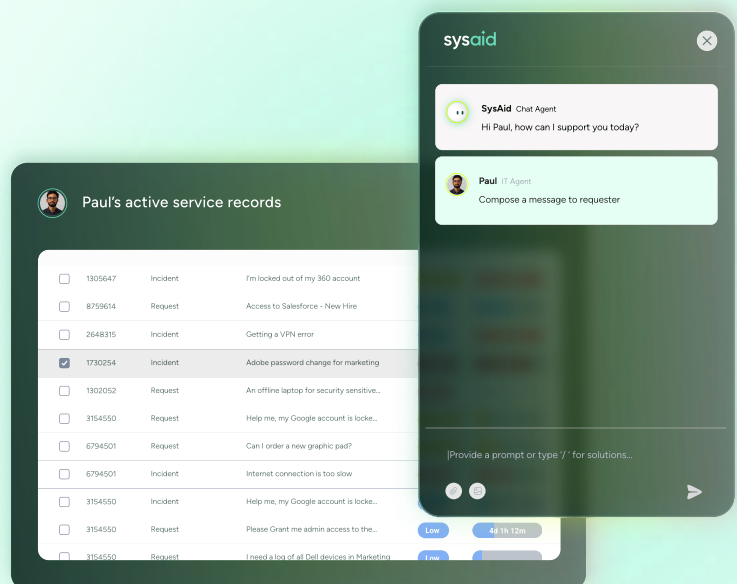
SysAid IT Asset Management (ITAM)

SysAid's IT Asset Management (ITAM) module provides IT teams with a centralized platform to track, manage, and optimize assets across their lifecycle. Automated asset discovery ensures an up-to-date inventory, helping organizations maintain compliance, reduce downtime, and control costs. Integrated with SysAid's service desk, it links tickets to affected assets for faster incident resolution and more efficient troubleshooting. **Now enhanced with Generative AI, SysAid ITAM delivers real-time asset intelligence, enriched insights into asset health, usage, and risk, and proactive recommendations —empowering IT teams to make smarter decisions and streamline operations.**

CMDB

We help you build and maintain a well-structured CMDB that gives you full visibility into your IT infrastructure— mapping relationships between assets, applications, and services. Our service supports more effective Change Management through impact analysis, dependency tracking, and disruption prevention, while also improving incident and problem resolution with real-time asset insights for faster, smarter decision-making.

SysAid AI Agents & Agent Builder

The SysAid AI Agent Builder allows IT teams to create custom AI-powered agents that automate tasks and streamline service operations without requiring coding expertise. By leveraging AI-driven workflows, these agents handle common IT requests, such as password resets and software installations, freeing up IT staff for more strategic initiatives. The no-code interface enables easy customization, ensuring that organizations can tailor automation to their specific needs. With the AI Agent Builder, IT teams can improve productivity, reduce workload, and enhance the overall efficiency of IT service management.

Additional Services

On-Site Delivery

SysAid offers the flexibility to deliver Discovery sessions, Workshops, Configuration Sessions, and Training at the Customer's premises (additional cost). On-site delivery enables direct engagement with Customer stakeholders, promotes faster knowledge transfer, and facilitates real-time feedback and collaboration, ensuring alignment between SysAid's team and the Customer's operational environment.

White Gloves

SysAid provides an enhanced "White Gloves" engagement model, where the implementation team takes on a larger operational role in fully configuring, fine-tuning, and optimizing the Customer's SysAid environment. This service significantly reduces the internal resource load on the Customer's team, accelerates time to value, ensures best practice configuration, and minimizes risk during the implementation process.
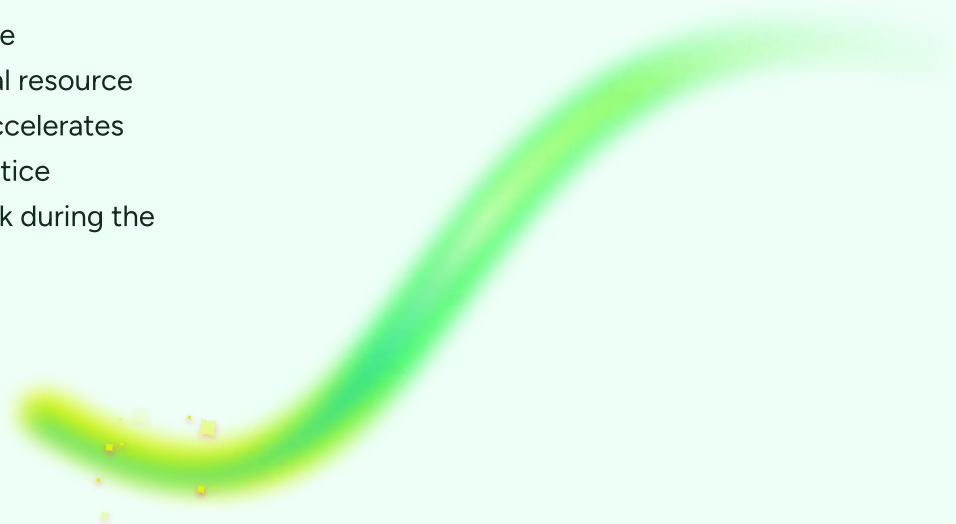
ITSM that's run by
AI - and you.

sysaid