

Getting Started with Professional Services: *Pro Edition*

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.



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 8 Steps

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

01

Kickoff & Planning

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

02

Initial Setup & Configuration

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

03

Incident Management & Automation

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

04

Automation & User Experience

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

05

Copilot Experience

Embed AI in all processes from setting up to optimization

06

ITIL Aligned Request Management & Analytics

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

07

Go-Live

Ensure a successful transition with dedicated support and administrator training.

08

Project Handoff & Continuous Improvement:

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

Dedicated Project Management

We provide structured project reviews, clear escalation paths, and consistent check-ins to ensure your goals are met on time and with confidence. From hand holding during onboarding to proactive oversight throughout the rollout, your Project Manager is there to drive success and eliminate roadblocks before they arise.

***please note this is dependent on your admin license**

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.

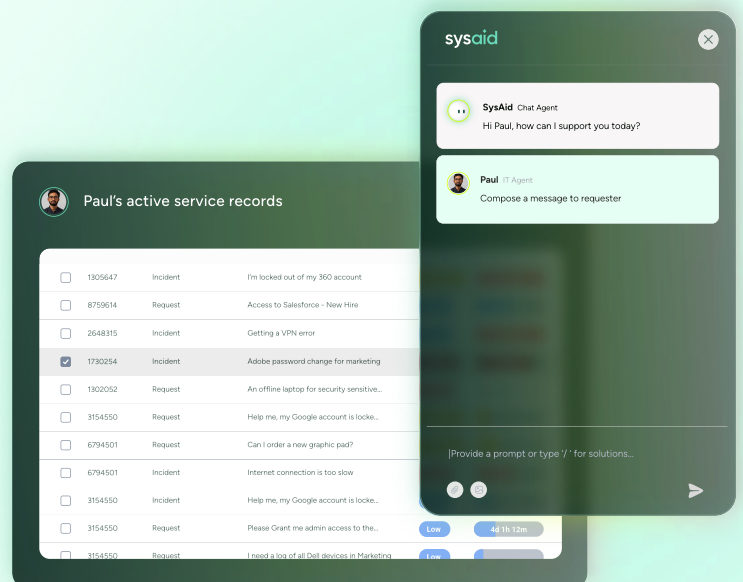
Key Features

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.

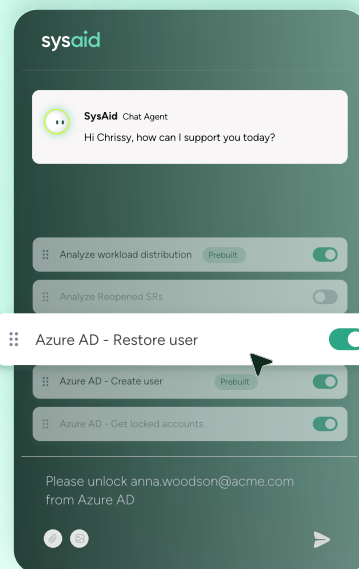
SysAid Copilot

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.**



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.

ITSM that's run by
AI - and you.