

# Transforming IT Support at a Law Firm with Intelligent Chatbot Solutions

## INTRODUCTION

A law firm with over 800 lawyers in 12 offices around the world. The firm was founded in 1872 and has a long history of providing legal services to a wide range of clients, including Fortune 500 companies, financial institutions, and government agencies. Acuvate transformed IT support at the prestigious law firm, reducing costs and enhancing efficiency through cutting-edge technologies for a seamless user experience

## CHALLENGES

Law firm tackles frequent IT disruptions, envisions self-service Helpdesk, and addresses manual task challenges for enhanced productivity



### High Volume of IT Requests

On an average 500 IT requests monthly burdened the IT team, causing delays in issue resolution and impacting overall productivity



### Diverted IT Team Attention

Common IT issues consumed 30% of the IT team's time, diverting their attention from strategic tasks



### Need for Streamlined Communication

Communication inefficiencies led to a 2-day average response time for IT queries, necessitating a self-service IT Helpdesk solution



### Manual Tasks Consuming Time

Manual tasks, averaging 4 hours per IT request, contributed to operational inefficiencies, impacting both employees and the IT staff



### Productivity Impact

Frequent IT issues led to a 15% decline in employee productivity, affecting work output and efficiency.



### Resource Overburdening

Over 60% of support staff's time is dedicated to IT requests, limiting resources for strategic initiatives

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# SOLUTION OVERVIEW

Acuvate proposed a solution to alleviate the burden on the IT support team by introducing an AI-powered chatbot—an innovative digital assistant designed to handle a large volume of IT queries.

The implementation of the self-service IT platform resulted in a notable reduction in IT request volume. This led to improved productivity, with quicker issue resolution and reduced downtime, mitigating the initial decline by 15%. Additionally, enhanced communication through the self-service IT Helpdesk significantly reduced response times and automated manual tasks, allowing IT staff to allocate more time to strategic initiatives.

## Chatbot efficiently handled IT helpdesk requests in a law firm by:

Providing instant assistance for common IT issues such as password resets, software installations, and troubleshooting network connectivity problems.

Streamlining ticket creation and escalation processes, allowing users to report issues and receive automated updates on the status of their requests.

Providing personalized recommendations and guidance based on the user's role and permissions within the firm's IT infrastructure.

Analyzing user feedback and interaction data to continuously improve the chatbot's performance and optimize the IT helpdesk experience for law firm employees.

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# TECHNOLOGIES USED



Co- Pilot Studio



Power Automate



Microsoft Cognitive Services



OpenAI

Azure OpenAI

# RESULTS



## Higher Accuracy And Precision

Chatbot refinement through extensive FAQ training and specialized legal NLP model resulted in a 25% accuracy improvement, delivering precise legal responses



## Increased Productivity With Task Reduction

Integration of Co-Pilot Studio and Power Automate reduced manual tasks, such as information retrieval and issue updates



## Enhanced User Satisfaction

The self-service IT Helpdesk, with Microsoft Cognitive Services, offered a user-friendly experience.

# ABOUT ACUVATE

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers

