

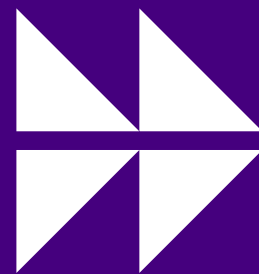
# **8 WAYS MOVEWORKS MAKES SUPPORTING EMPLOYEES EFFORTLESS**

## **The Moveworks Advantage**

Today's companies deal with thousands upon thousands of urgent requests from employees — whether they need IT support, HR help, or a map to the new conference room.

That's why fast companies use Moveworks. Our AI platform solves employees' support issues wherever they are, whatever they need, and however they ask. Instantly.

**Here are 8 game-changing things only  
Moveworks can do...**



# 01

## Automate hundreds of use cases—on day 1

No training, no admin, no workflows, no scripting.  
Our platform just works.

### Conventional approach

Even with [large language models \(LLMs\)](#), most “automated” support solutions take months or even years to produce impact, assuming they become functional at all.

LLMs might assist in generating dialog. However, in an enterprise environment, they still require dedicated teams to manually fine-tune models or build workflows that force employees down predefined pathways.

Plus, any scripted interactions quickly lose relevance as a support ecosystem evolves, rendering them inadequate in a dynamic business environment.

### The Moveworks advantage

Moveworks offers a fully autonomous [AI copilot](#) that resolves [employee support issues](#) across [IT](#), [HR](#), [sales](#), [finance](#), and more.

Powered by [layers of machine learning models](#) and our proprietary [MoveLM™](#), the Moveworks Platform enables users to search for information, automate tasks, create content, and take action across the enterprise immediately.

Thanks to 35 pre-built plugins and hundreds of integrations, Moveworks is ready to support hundreds of use cases on day one of implementation.

### Why it matters

Automated scripts are built to tackle one use case at one moment in time. But Moveworks evolves with the support ecosystem, automatically handling changing use cases and improving over time.

LLMs have powerful conversational abilities but struggle to execute actions across different systems without a team of AI experts behind the curtain.

By automating away the busy work, Moveworks lets support teams focus on the big picture.

**PROCORE®**

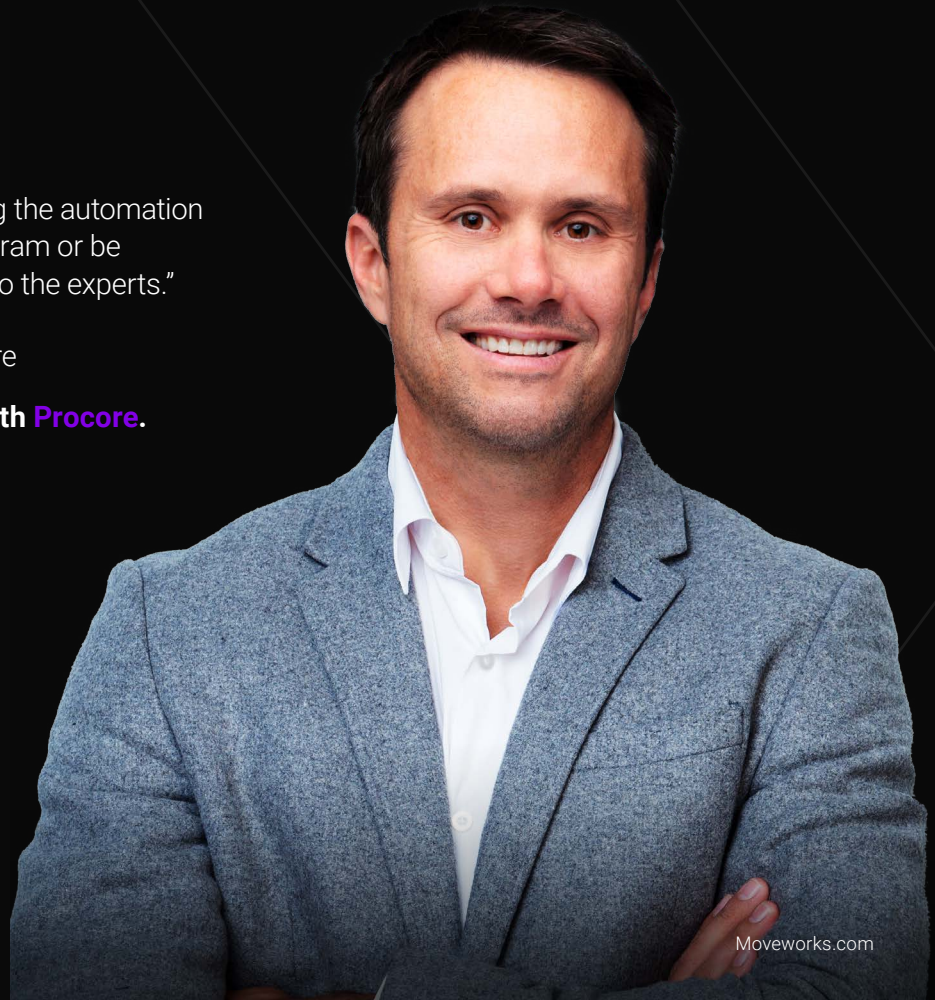
“Moveworks starts right out of the box, bringing the automation we need to fill in the gaps. I don’t have to program or be responsible for anything. We leave that work to the experts.”

—**Steve LeBoeuf**, Senior Director of IT, Procore

To learn more, check out our case study with [Procore](#).

**7**  
**WKS**

**Moveworks fully deployed in  
7 weeks at Procore**



# 02

## Give employees exactly what they need, no matter how they ask

Our next-gen copilot is purpose-built to understand enterprise language.

### Conventional approach

Most conversational AI still relies on simple pattern matching, which fails to comprehend nuanced language.

Even powerful LLMs do not understand workplace terminology and struggle to interpret diverse phrasing of requests, industry jargon, typos, and unfamiliar terms.

This limited comprehension leads to inaccurate intent recognition. Employees become frustrated when a chatbot matches keywords but misses the point.

Supporting global workforces with multiple languages requires extensive manual effort to build language-specific experiences.

### The Moveworks advantage

With **Moveworks**, you're putting the latest and greatest language models at your employees' fingertips. We do the heavy lifting — evaluating, fine-tuning, and incorporating LLMs into your business on your behalf.

Trained on 500M+ support issues, our **next-gen copilot** goes beyond matching keywords to understand meaning and intent. Moveworks can accurately interpret support queries and handle whatever your enterprise throws at it, including jargon, acronyms, and other enterprise-specific language.

The engine behind our platform is always improving its enterprise language understanding across domains, seamlessly supporting **100+ languages**.

### Why it matters

To help users, you need to completely understand them. Delivering support with AI requires it to master the complexities of enterprise language itself.

While many solutions struggle with unfamiliar phrasing, Moveworks thrives on it. No matter how employees describe an issue or which language they use, our copilot understands their intent and puts them on the ideal path to resolution.

Moveworks has enterprise-grade, **multilingual** natural language understanding (NLU) to handle the diverse ways employees express needs.



**Paul** 11:53 AM  
Service is quick and on point. Very nice!



**Emma** 11:35 AM  
❤️ you NinjaUnicorn!



**Chris** 12:00 PM  
Really fast responses. It understands exactly what I need.



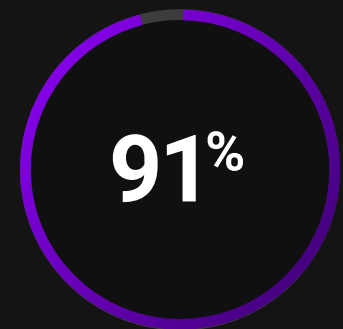
**Madison** 12:07 PM  
Emails get lost. Every Slack message from NinjaUnicorn is relevant and requires my attention.



**Joyce** 12:12 PM  
I ask NinjaUnicorn before I ask IT -- it always has the right answer.



**Gwen** 11:35 AM  
Thanks NinjaUnicorn!



Employee satisfaction with Moveworks

\*Real, anonymized comments from Moveworks users at Unity.

"It's really Moveworks that brought our vision of instant support on Slack to life. The copilot helps people through natural conversation just like an agent would — but at the speed of AI."

—**Brian Hoyt**,  
CIO, Unity

To learn more, check out our  
case study with **Unity**.



# 03

## Continuously improve your support environment with actionable recommendations

Identify initiatives that deliver the most impact with LLM-powered insights.

### Conventional approach

Most AI solutions leave your team to figure out how to get the best results.

Without insight into how to improve your support offerings over time, even machine learning-powered solutions fall behind.

### The Moveworks advantage

Only Moveworks is a fully dedicated, strategic partner from day one, taking ownership of your copilot's results at every step.

Using **AI-generated analytics**, Moveworks helps you track your copilot's impact and identify service improvement initiatives.

**Employee Experience Insights** analyzes your support tickets in real time with natural language understanding (NLU), so you know exactly what to solve next.

### Why it matters

Moveworks grows as you grow, constantly adjusting as new needs arise and teams evolve.

Insight into areas for improvement helps you develop digital transformation roadmaps, address common pain points, and increase the ROI of existing investments — without adding extra work for support teams.



"Moveworks offers the ability to go anywhere for help—email, Slack, our ServiceNow portal—and still end up in the bot's hands as the first line of support. It's letting us get the fastest response, right up front."

—**Alok Singh**, Director of IT Automation and Collaboration, Albemarle

To learn more, check out our case study with **Albemarle**.

# 2x

**Faster resolution of the average support issue**

# 04

## Prevent issues proactively by meeting employees where they work

Moveworks reaches every employee, whether they use chat, email, or a web portal.

### Conventional approach

Conventional solutions live in separate applications or hidden backend systems, making users come to them.

They're blind to support issues employees submit over email, with a generic request form, or via any method that isn't through the solution itself.

Because these bots are only programmed to handle limited use cases, they frequently result in a frustrating user experience and struggle to reach adoption rates above 10-15%.

That's why when change needs to happen — software migration, security updates, and policy changes — employees don't know what action to take where, and thousands of predictable issues flood support teams' queues.

### The Moveworks advantage

Moveworks meets employees on their terms, ensuring effortless support across chat, web portals, email, and everywhere tickets are created.

Moveworks intelligently "follows" users across channels to ensure consistent, personalized, and secure support. Employees get relevant, accurate solutions no matter where they get they choose to ask for help.

Constantly deepening integrations, Moveworks offers a rich chat experience complete with in-copilot [form-filling](#) and easy-to-consume [knowledge articles](#).

With [Moveworks for Employee Communications](#), you can send targeted, actionable [internal comms](#) that reach employees through their preferred channel, driving engagement and task completion.

### Why it matters

Since our copilot meets employees where they work, offering a single conversational interface to solve every issue, send reminders, and proactively reach out — employees always know where to get help fast.

Moveworks increases AI adoption organically. Our customers report high engagement, with over 90% of their employees regularly engaging with the copilot.

Keeping everyone informed prevents issues before they happen. This way, employees can work without blockers or interruptions, and support teams have more time to focus on higher-priority projects.



"We have employees all around the world. Keeping everyone informed is about delivering relevant messages and letting them take action without leaving Teams. That's how Moveworks takes our comms strategy to the next level."

—**David Lewis**, AVP of Compute Services, Verisk

To learn more, read our case study with [Verisk](#).

# 75%

Engagement rate with Moveworks for Employee Comms

# 05

## Close the knowledge gap with generative AI

Moveworks scales self-service with easy-to-access, AI-generated support articles.

### Conventional approach

The key to self-service is helping employees to easily take advantage of all your resources, such as forms and knowledge articles.

But, employees struggle to find the right resources when they don't know what they are looking for in buried backend systems.

It's hard to proactively identify resource gaps without visibility into employee requests.

This limited insight also makes it challenging to keep resources current as needs evolve.

### The Moveworks advantage

Moveworks brings service catalogs to life. From knowledge base articles to forms, every hard-to-find resource is easily accessible directly in the employee's preferred support channel.

By scouring every article for useful snippets, ingesting every form, and incorporating existing workflows, **Moveworks' AI** matches employees' symptomatic requests with concise, up-to-date solutions.

With **Knowledge Studio**, Moveworks highlights where you have good, bad, or no resources at all within your knowledge base, helping quickly fill gaps with AI-generated content.

### Why it matters

Moveworks not only increases the ROI of current service catalog investments but also ensures continual optimization of existing knowledge — without adding extra work for employee service teams.

Knowledge Studio generates content **grounded** in your company data, using support tickets to draft factual, verifiable knowledge in seconds so you can spend time on high-impact projects.

When organizations have unprecedented visibility over the usage of their service catalog, strategic planning to address any common employee pain points is easy.



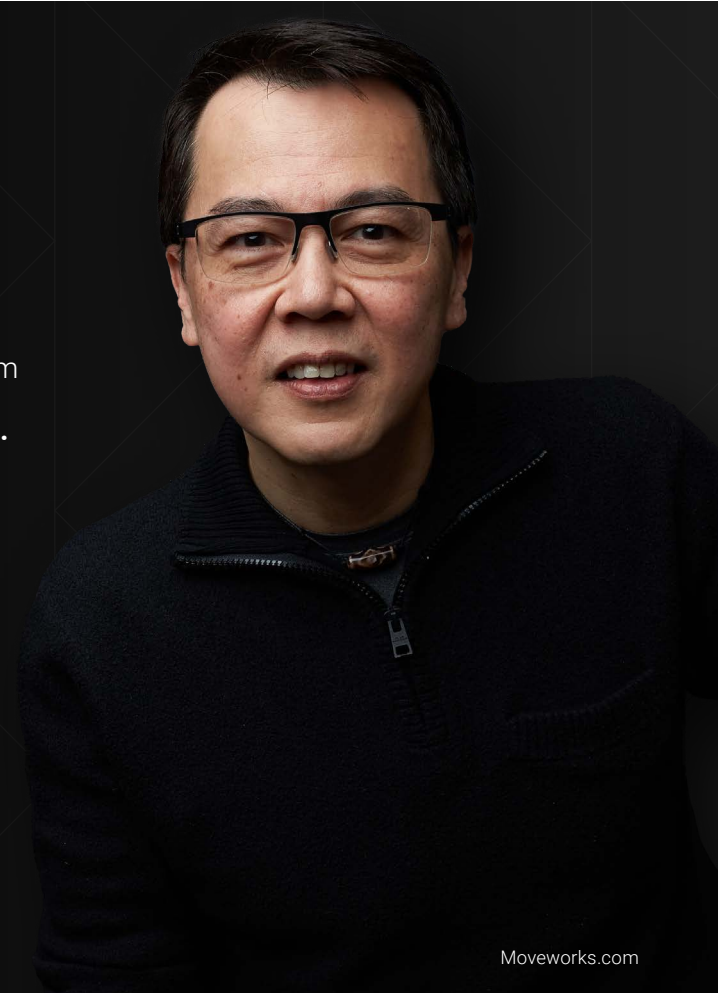
"You don't want your users going all over the place to search for information. The advantage of Moveworks is that there's one familiar go-to place for employees to get their answers."

—Stanley Toh, Head of End-User Services & Experience, Broadcom

To learn more, take a look at our case study with **Broadcom**.

> **1** MIN

Average time for Moveworks to resolve an issue



# 06

## Breakdown silos between systems and make it easy to take action

Moveworks lets employees drive conversations forward with AI that doesn't follow a script.

### Conventional approach

Using a chatbot is often frustrating because natural conversations are unpredictable and lack context.

When employees make requests, they are just 1 to 3 words — like “can't log in” or “wifi down” — this provides little information for conventional solutions to take appropriate action.

Also, managing enterprise requests often requires orchestrating multiple systems to complete sequential actions, which is complex for chatbots with limited ability to integrate systems.

### The Moveworks advantage

With Moveworks, employees direct the conversation using natural language, ensuring a seamless experience for users.

Our copilot can switch between topics, adapt to new situations, interpret complex issues, and decide the best next steps.

Instead of following a script, our copilot works with users so that they get the best possible solution to their requests. It asks follow-up questions in back-and-forth conversations to get all the details needed to create the best action plan.

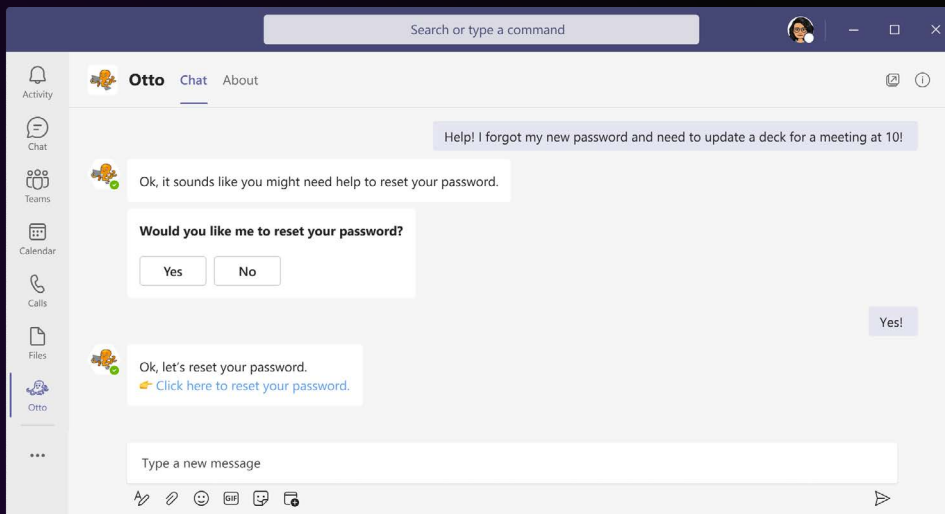
Once it has the full context, our copilot assembles the steps needed to complete a request across enterprise systems. This approach allows Moveworks to break down silos between systems and make it easy to take action across multiple applications to resolve employees' issues.

### Why it matters

When AI can conduct natural dialogues, synthesize context, and execute complex cross-functional tasks, users don't get stuck in endless conversation loops or have to repeatedly clarify their requests.

Connecting employees with the best solution quickly ensures an enjoyable user experience that will keep them coming back in the future.

When AI can understand the complexity of employee support issues, support agents are no longer inundated with repetitive requests, enabling them to prioritize high-value work.



# 40%

Percentage of Vitivity's L1 help desk agents freed up by Moveworks to focus on higher priorities



“The problem is people ask questions in unique ways that can't be programmed. The result is that our chatbot breaks down. We realized quickly that we needed experts.”

—Amith Nair,  
CIO, Vitivity

To learn more, check out our  
case study with **Vitivity**.

# 07

## Simplify complex workflows with conversational AI

Moveworks makes it easy to connect people and systems through the universal UI of language.

### Conventional approach

Employees grapple with over **400+ business applications**. Navigating these apps is challenging, and finding relevant information or performing tasks within these apps is even more difficult.

As these applications are sporadically used, determining the correct application for specific tasks, such as accessing policies or handling IT issues, has become tedious and error-prone.

Using conversational AI toolkits to connect these apps often requires a great deal of technical expertise, and these solutions have proven to be cumbersome, brittle, and ultimately unscalable for the enterprise.

As a result, organizations often resort to expanding support teams, a costly and ineffective solution that doesn't address the core issue.

### The Moveworks advantage

Moveworks **Creator Studio** allows users to communicate and take control of systems and applications using natural language.

Acting as a layer on top of your enterprise apps, Moveworks can find the right path and take action based on user needs, increasing efficiency and productivity.

Whether you want to generate fluid yet highly controlled conversations with **Paths**, create structured data lookups across any enterprise system with **Queries**, or develop proactive, actionable, and business-critical alerts with **Events** — Creator Studio empowers developers and service owners to build any conversational AI use case.

### Why it matters

With hundreds of disconnected apps, employees struggle to work efficiently. But, a conversational UI powered by LLMs can connect siloed systems into a unified experience.

Enabling the teams who know your business best — service owners, system owners, and enterprise architects across teams and departments — to quickly build conversational use cases tailored to their needs creates scalable, frictionless support.

Democratizing LLMs via no-code tools lets companies transform fragmented apps into intelligent, automated conversations, boosting productivity by breaking down silos between systems.



"I can just go to [Moveworks] through Microsoft Teams and ask what approvals I have outstanding. I can do that in a matter of seconds versus spending a lot of time digging into and logging onto each particular platform."

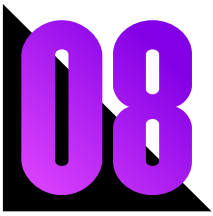
— **Jason Ballard**, Head of IT for North America, Toyota

To learn more, check out our story with **Toyota**.

# 70k

Productivity hours saved  
and counting





## Accelerate support across all business processes

Moveworks speeds up even the most complex, high-touch issues – without compromising security or privacy.

### Conventional approach

For high-touch issues requiring an expert, getting from request to resolution is time-consuming and complex.

Typically, a service desk agent must manually route issues to the right expert or approver, which means choosing from hundreds or thousands of specialized assignment groups.

Employees might spend days bouncing back and forth between different assignment groups or waiting for something as simple as a software provisioning approval or an update on their ticket's status.

### The Moveworks advantage

Moveworks integrates with 100+ systems, triggering actions and assimilating real-time information, permissions, rules, and workflows.

Our approach considers all **available information** and metadata, like the submitter's title, to pick the most appropriate resolver group.

When an issue requires an expert, our copilot **routes issues** to the right assignment group with better than agent-level accuracy – over 95% – by leveraging models trained for your support environment.

Our copilot expedites approvals by engaging appropriate managers directly, ensuring that security protocols protect every message, interaction, and approval.

### Why it matters

While Moveworks resolves many issues completely autonomously, some issues inevitably require an expert to fix.

On average, L1 service desks spend 5 hours processing and directing employees' support issues. However, Moveworks expedites this by automatically routing each issue to the appropriate assignment group within 30 seconds.

**Security and privacy** are critical when handling LLMs in enterprise settings. Proper access controls, encryption, and compliance with regulations are essential to prevent unauthorized access or misuse of confidential information.



"I have three priorities for supporting our workforce: enable the IT team to focus on high-value tasks, put intelligence in their hands to make better decisions, and deliver the best support experience to employees. Moveworks is unique in that it helps us achieve all three."

—Milind Wagle, CIO, Equinix

To learn more, check out our case study with [Equinix](#).

96%

Accuracy in routing support issues