



# AI-NOC

**AI-NOC** is a sophisticated state-of-the-art AI-powered ITSM process driven platform (AI-OPS) in the Cloud, fully managed by "ELLA". "ELLA" is a Digital Employee created by Nevigate specifically to support and integrate with various customers operational systems. It is a vital component for customers embarking on their digital transformation journey.



**"ELLA"** possesses some of the most advanced transformational technologies to fully automate any IT Service Desk functionalities without human intervention up to Level-2 by pre-defined perimeters, in addition to unstructured encounters training using Dialog Flows and Storyboards. "ELLA" integrates different business processes together by leveraging on intelligent automation tools including Natural Language Processing (NLP), Robotic Process Automation (RPA), ChatBots, alongside other cognitive technologies.

AI-NOC is an intelligent highly scalable asset for every aspect of network solutions, powered by "ELLA".

## WHY CHOOSE NEVIGATE FOR AI-NOC

- Automate-Analyse-Sort Incidents and Requests
- Classify-Analyse-Resolve Incidents and Requests
- Data-Synchronisation with existing Service Desks
- Highly Customisable Scope of Work
- Robot-and-Human Shared Control
- Hyper-Scalability Platform

## OUR DIFFERENTIATION

- Eliminate support queues
- Reducing resolutions time
- Fully digitalised and automated
- Powerful Dashboard
- Unparallel Productivity
- Multi Languages add-on available