

Elevate Customer Experience with a Modern, AI-Powered Service Desk Solution

BACKGROUND

Service desk support across the federal government is in a transitional state, balancing legacy service desks and ticketing systems with modernization initiatives driven by agency CIOs and shared-services models. High ticket volumes, aging infrastructure, and siloed data continue to challenge service quality and responsiveness, creating strong demand for automation and improved user experience for both employees and the public.

Artificial Intelligence (AI) is increasingly used to strategically address these gaps through chatbots, virtual assistants, and automated ticket triage that speed resolution and reduces workload. As adoption grows, agencies are emphasizing robust governance, security, and human oversight to ensure compliance, manage risk, and maintain trust as AI becomes embedded in mission-critical support functions.

WHAT WE DELIVER

Today, WITS is harnessing the power of automation and AI to enhance human expertise across Tiered services using AI to enhance automatic searches of Known Problem Indicator (KPI's) to quickly pinpoint quick and easy self-service resolutions, dramatically improving efficiency, consistency, and the quality of information disclosure:

- **Proven methodology** for delivering compliant, scalable service desk support services to federal agencies
- **Strategic partnerships** with leading service desk support platform providers, backed by deep in-house technical and domain expertise
- **AI-powered NLP and ML solutions** that streamline workflows, improve accuracy, and accelerate outcomes

OUR EXPERIENCE

For over a decade, WITS has partnered with 20+ federal agencies to confront the persistent challenges of providing service desk support at scale. Building on this deep operational experience, WITS now integrates advanced AI-driven capabilities into its proven service desk support functions, accelerating efficiency, strengthening consistency, and delivering mission-aligned value to every agency we support.

Transforming Helpdesk Support using AI

WITS provides 24x7x365 enterprise IT service desk and infrastructure support for a Federal Civilian agency, leveraging AI-enabled platforms to maintain uninterrupted operations. Automation and predictive analytics drive proactive monitoring, intelligent incident prioritization, and automated escalations, improving resilience while ensuring compliance with FISMA, NIST, and FedRAMP standards. These AI-driven capabilities reduce manual effort and consistently enforce ITIL- and agency-aligned best practices across complex federal government environments.

WITS manages more than 100,000 annual Tier 1–3 tickets using automated triage and intelligent routing to accelerate resolution and reduce downtime. IT Service Management (ITSM) automation cut response times by 30%, enabling critical incidents to be addressed within 15 minutes and resolved within two hours. Real-time dashboards and AI-informed performance analytics reduced MTTR by 18% and sustained customer satisfaction above 4.5/5, directly strengthening mission outcomes through a resilient, data-driven service model.

“WITS provided exceptional performance advancing our mission optimization goals.

– Health Agency customer

THE SERVICE DESK SUPPORT CHALLENGE TODAY

Federal service desk support is critical to agency missions, providing reliable access to IT systems and services for employees and the public. As demand grows and technology evolves, service desks face increasing pressure to modernize while maintaining security, compliance, and service continuity. The top five challenges facing service desk support today include:

- **High ticket volumes and workforce constraints:** Growing demand for IT and mission support, combined with staffing shortages, burnout, and budget uncertainty, puts sustained pressure on helpdesk teams.
- **Security, compliance, and data protection requirements:** Service desks must operate within strict federal cybersecurity, privacy, and records-management frameworks, increasing complexity and limiting flexibility compared to private sector.
- **Fragmented tools and siloed data:** Multiple ticketing systems, knowledge bases, and communication channels often lack integration, reducing efficiency and making enterprise-wide reporting and analytics difficult.
- **Responsible adoption of AI and automation:** While AI offers efficiency gains, agencies face challenges around governance, model transparency, human-in-the-loop oversight, and alignment with federal policy as AI becomes embedded in mission-critical support.

Addressing these challenges requires balanced modernization, strategic workforce investment, and strong governance, while aligning people, processes, and ML- and NLP-enabled AI tools to ensure efficiency, compliance, adaptability, and stronger mission outcomes. **This integrated approach positions organizations to deliver resilient, future-ready services.**

HOW WE DELIVER

WITS delivers comprehensive, end-to-end service desk support solutions that directly address today's service, compliance, and efficiency challenges. Our approach is built on three core pillars that ensure timely responses, accurate issue resolution, and measurable performance improvement:

1. **Highly Experienced Professionals.** WITS employs over 100 seasoned service desk support experts serving federal agencies nationwide. Our methodology promotes continuous learning, standardization, and best practice sharing to ensure consistent, efficient, and compliant support across every engagement.
2. **Quality and Compliance at Each Process Stage.** Our ISO-certified, CMMI Level 3-aligned processes embed quality control and compliance into every phase of helpdesk operations, from ticket intake and troubleshooting to resolution and follow-up, reducing backlog and minimizing risks.
3. **AI-Enabled Lifecycle Integration.** WITS partners with industry-leading technology and AI solution providers to enhance automation, ticket triage, and issue resolution accuracy. Our teams receive specialized training and direct platform support, including participation in new system releases and updates. This approach ensures continuous improvement and faster, more reliable service desk support for federal government agencies.