Sanford Gladding
President

ATS Utilizes Latest AI Knowledge Management to Outpace IT Competitors While Enhancing Customer Support Experience

Leading Managed Technology Services Provider Leverages Big Data & Artificial Intelligence to Accelerate Customer Support with Predictive IT Models

CONCORD, CA – August 30, 2023 - ATS a leading Managed Technology Service Provider (MTSP), announced today that the company is utilizing Artificial Intelligence (AI) Knowledge Management to transform their customer experience. ATS has established such a strong reputation for customer experience over the years because they are constantly watching the technological horizon and finding innovative ways to improve their already exceptional customer service. Many organizations have been hearing about recent developments in AI with services like ChatGPT making headlines everywhere, everyone is still wondering how they can apply those AI-based tools to their businesses to improve their customer experience and gain a competitive advantage in their industry. ATS , a harbinger of AI-based solutions, especially in the areas of cybersecurity, is now showing businesses how they will use AI Knowledge Management as another powerful tool to unify technician expertise into a central database, accelerate customer support with predictive insights and

to continue to deliver world class customer experience to end users.

Sanford Gladding, President of ATS , stated, "AI has come to a point now where it can help our team of technicians predict solutions for customer problems in the very, very early stages of communication. Imagine that for every IT issue you sent to us, we had an all-hands on deck meeting with every single technician, and not only was everyone able to remember every tiny detail about how they resolved any similar issues in the past, but we were able to facilitate a collective brainstorm with everyone in a few seconds until we could provide you with the most brilliant, low-cost IT solution possible. That's what AI Knowledge Management can do for you."

Implementing AI Knowledge Management means that ATS 's customers are going to receive better service far beyond what competitors can deliver. Customers will benefit from leveraged collective expertise delivered instantly. "I conservatively expect this to translate into 30% faster customer ticket resolution regardless of industry, which is why we're so excited to take our customer service to this higher level of excellence," Gladding added. ATS has invested into leading-edge technology that leverages the collective experiences

of all technicians and customer interactions so that the company can begin to predict solutions to issues customers may not even realize they have. The end result will be much faster response times, dramatically less downtime and more precise support.

AI Knowledge Management is poised to take random chunks of customer data and turn all of that into "smart data," which can be easily indexed, searched, organized and contextualized to deliver more actionable insights to IT technicians. "By giving every one of our technicians an AI-Assistant we expect to deliver even faster, more efficient and more secure solutions for our customers. This way our clients will be set up for optimal network scalability, flexibility and security over the long-term. The utilization of AI is another area where ATS truly differentiates itself from our competitors," commented Gladding.

ABOUT ATS

ATS is an industry awarded and respected managed technology solutions provider that partners with businesses to implement the latest enterprise IT networking and infrastructure, unified communications, cyber-security, business continuity, video surveillance and cloud

technologies. These products and services are delivered as a proactive managed service model following our core values resulting in peace of mind that all critical business systems meet expectations of high availability, security, and optimization. With expertise on a wide range of technical offerings, ATS is a business' complete technology partner. Our services match the needs of small and medium-sized enterprises with optimized technology that provides best-practice solutions which creates a competitive advantage and makes a positive impact for the client's bottom line. With over 45 years of experience, ATS has gained an excellent reputation for designing, implementing, and proactively supporting solutions that focus on converging applications allowing the company to grow and partner with businesses throughout Northern California and across the United States. ATS has three California offices located in Concord, Sacramento, and Redding. For more information, call their corporate office in Concord at (925) 602-1500 or visit www.teamats.com.