



SymphonyAI Apex 2.0

AI at the Core, Not as an Add-On:
Meet the Future of ITSM

Enterprise productivity is closely tied to the performance of IT service management. When ITSM functions at full potential, employee efficiency soars, and business outcomes reach new heights.

Unfortunately, many organizations are stuck with either legacy ITSM tools that hinder productivity or complex platforms overloaded with expensive, underused features that are costly to maintain and hard to justify.

SymphonyAI Apex 2.0 is the next-generation, AI-native ITSM platform—delivering built-in intelligence without the cost and complexity of traditional systems. That’s why, according to Forrester, customers using SymphonyAI IT Service Management realize a **\$3.2 million net present value** and **204% ROI**.



RETURN ON
INVESTMENT (ROI)

204%



BENEFITS PV

\$4.7M



NET PRESENT
VALUE (NPV)

\$3.2M



PAYBACK

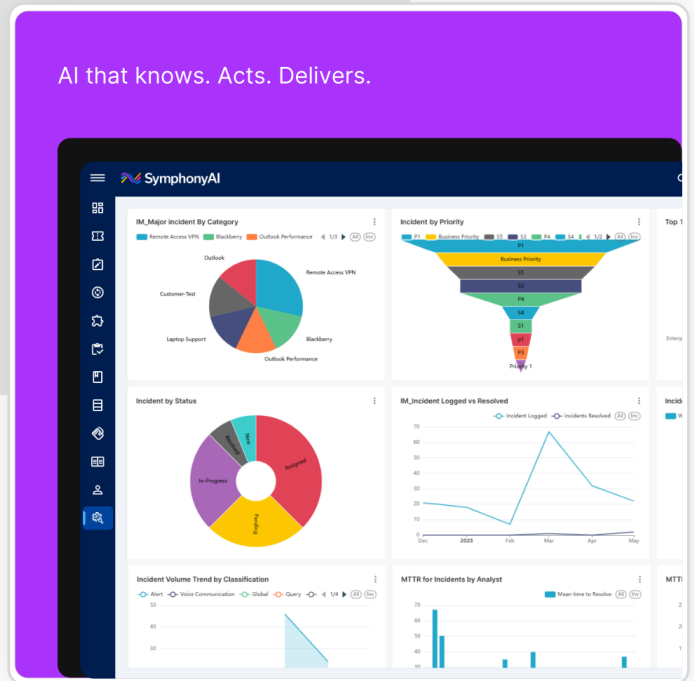
<6 months

Apex 2.0 – ITSM with Built-in Intelligence

AI-Native from Day One

Apex 2.0 is purpose-built with AI embedded directly into core workflows—not added as an afterthought. With context-aware copilots, predictive intelligence, and smart routing, it enables proactive service management and faster resolution.

AI that knows. Acts. Delivers.



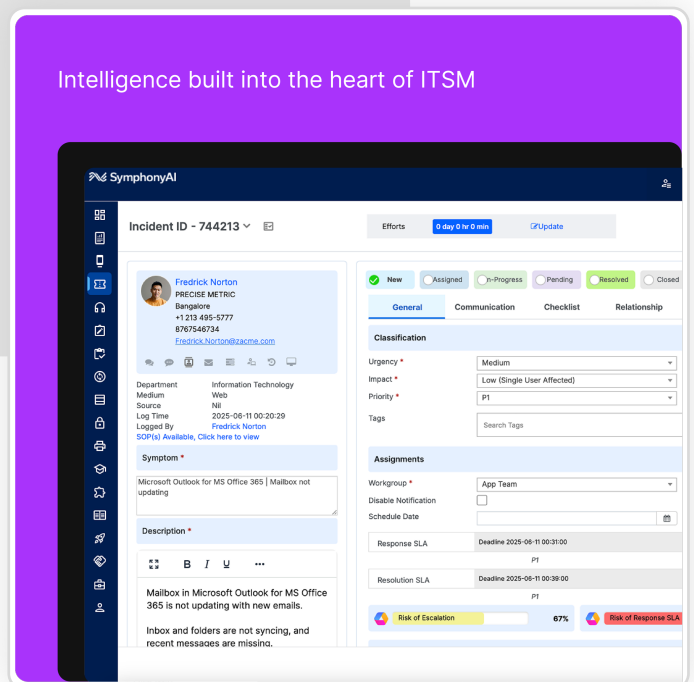
Superior Employee Experience

Empower employees with a modern UI, conversational copilot, self-service options, and intelligent automation—ensuring faster responses and a frictionless experience.

Rapid Time to Value

With prebuilt workflows, a unified data model, and a streamlined implementation process, Apex 2.0 delivers value fast. Our customers achieve payback in less than six months.

Intelligence built into the heart of ITSM



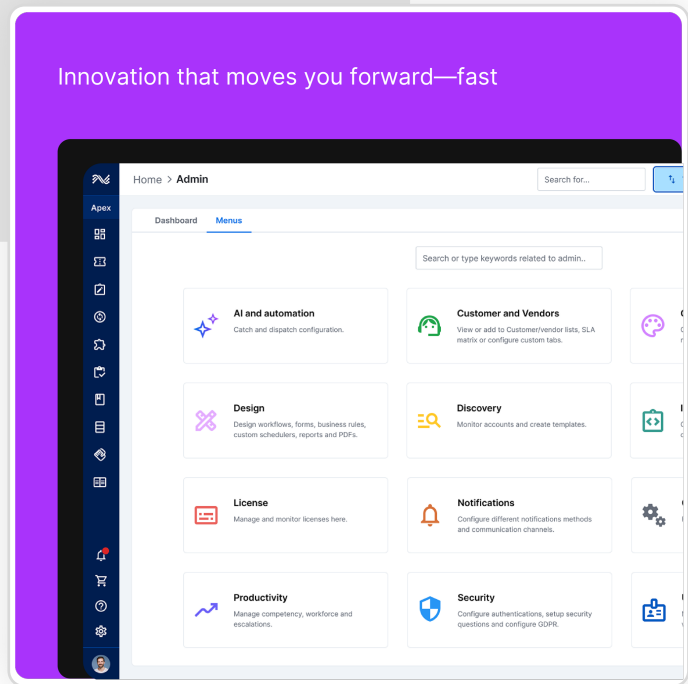
Enterprise-Grade Scalability

Built to support complex IT environments, Apex 2.0 offers extensible modules for global scalability.

Data-Driven Decision Making

Real-time dashboards and embedded analytics give leaders actionable insights into performance, trends, and optimization opportunities.

Innovation that moves you forward—fast

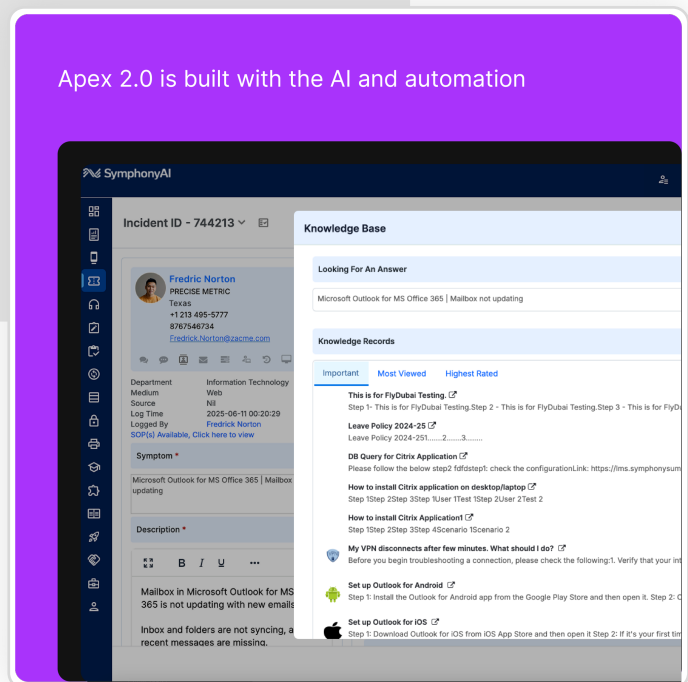


Key Capabilities to Drive Impact

Integrated AI for Productivity Gains

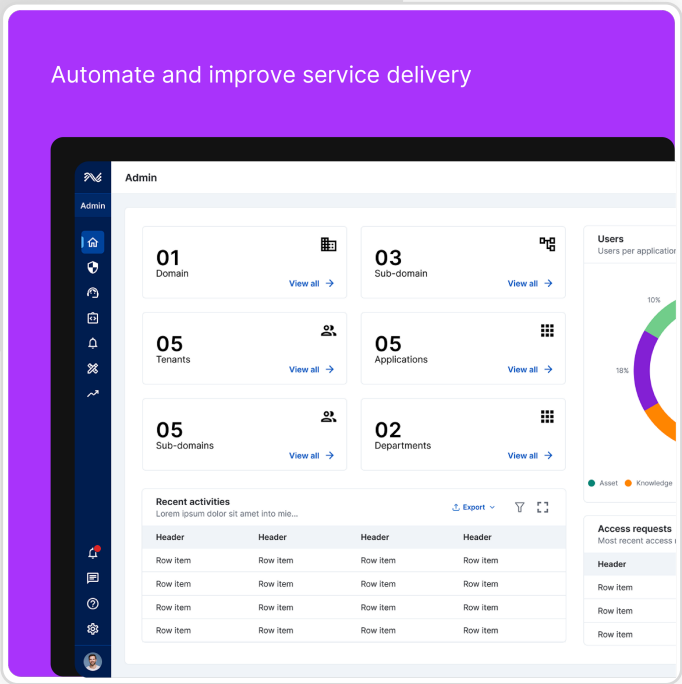
Embedded AI automates ticket handling, reducing resolution time by 75%. Copilots streamline operations through zero-touch workflows.

Apex 2.0 is built with the AI and automation



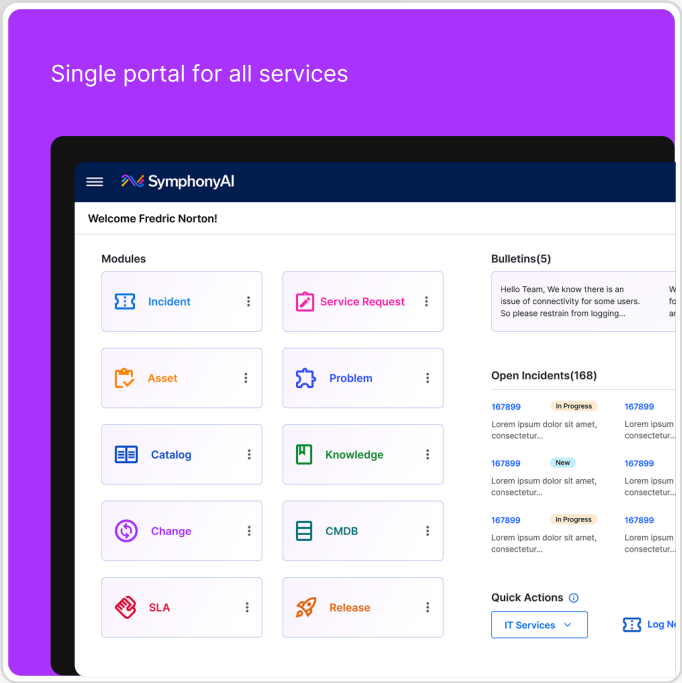
Automation to Accelerate Business Value

Automate up to 60% of service requests. With over 40 native integrations and 1,000+ connectors, Apex 2.0 simplifies third-party data handling and reduces MTTR.



Unified Service Portal

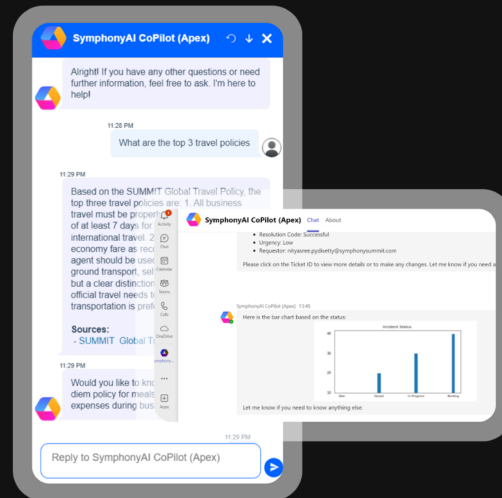
Provide a single, unified portal for all service requests—improving employee satisfaction and accelerating issue resolution.



AI-First Self-Service

Deliver the self-service experience employees expect. Enable users to get help anytime, anywhere—reducing call volumes and improving resolution speed.

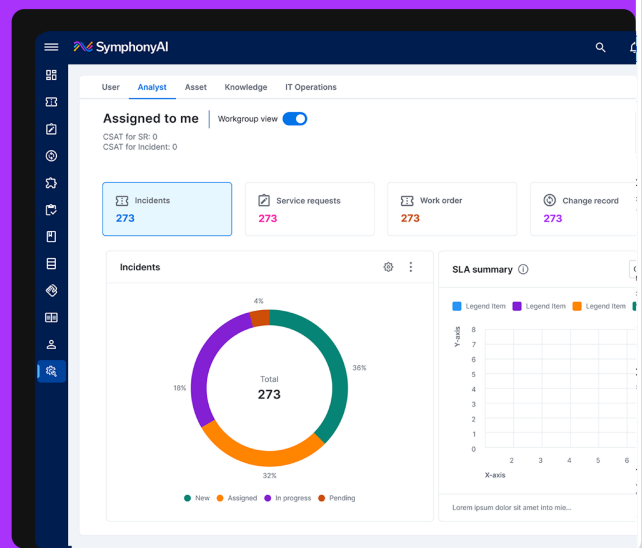
Reduce call deflection and improve service experience



Supercharge Analyst Productivity

Boost analyst productivity through AI, automation, and gamification. Let your experts focus on high-value issues while AI agents handle repetitive tickets.

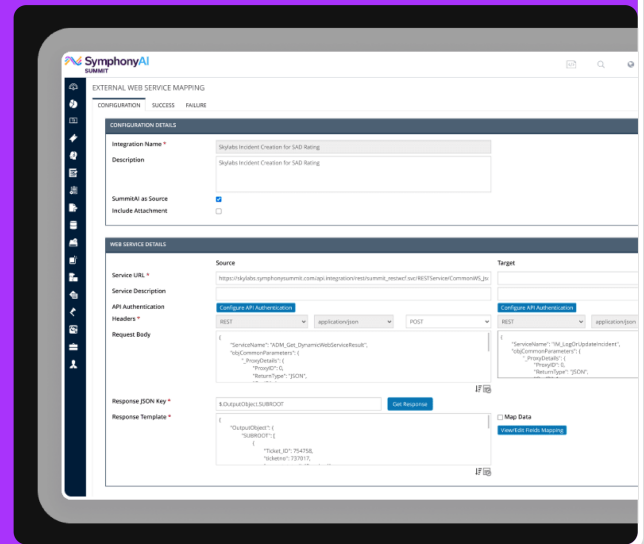
AI makes it easy for analysts



Effortless Integration

SymphonyAI Integration Hub enables seamless connection with over 1,000 applications and 1,500+ runbooks using REST APIs—no code, no complexity.

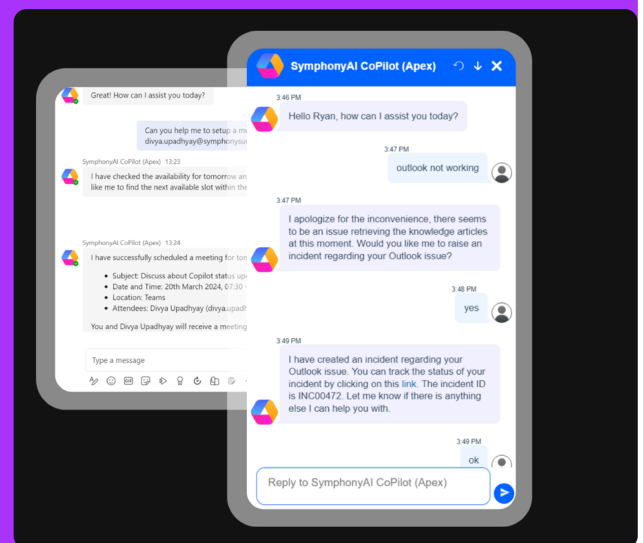
Easy integration with 1000+ apps



Built to Scale with You

Apex 2.0 evolves with your enterprise. Expand flexibly across use cases while minimizing redevelopment effort—saving both time and cost.

Reduce the need for frequent redevelopment



Apex 2.0 Key Features



Enterprise Copilot

Employees lose time to tech issues and missing info. SymphonyAI Enterprise Copilot speeds up fixes, delivers answers, and automates tasks-boosting service and engagement.



Omnichannel Support

Let users connect with IT support the way they prefer via web, mobile app, email, SMS, virtual agents, Slack, WhatsApp, and more.



Service Desk Intelligence

AI-driven automation predicts the right category, workgroup, and right analyst for each ticket based on past data, reducing manual effort and speeding up resolution.



Drag-and-Drop Designer

Easily build and customize workflows and forms without writing code. Teams can design across modules with a simple visual interface.



Reporting & Analytics

Turn data into action with intuitive reports. Track KPIs, analyze performance, and uncover insights to improve IT operations.



Multi-Domain Support

Serve multiple departments or customers from one platform. SymphonyAI's flexible architecture supports multiple domains and tenants for enterprise-wide or MSP use.



Multi-Language Experience

Connect with users in their preferred language. SymphonyAI offers online and offline translation to support global operations.



Contextual Knowledge with Rich Media

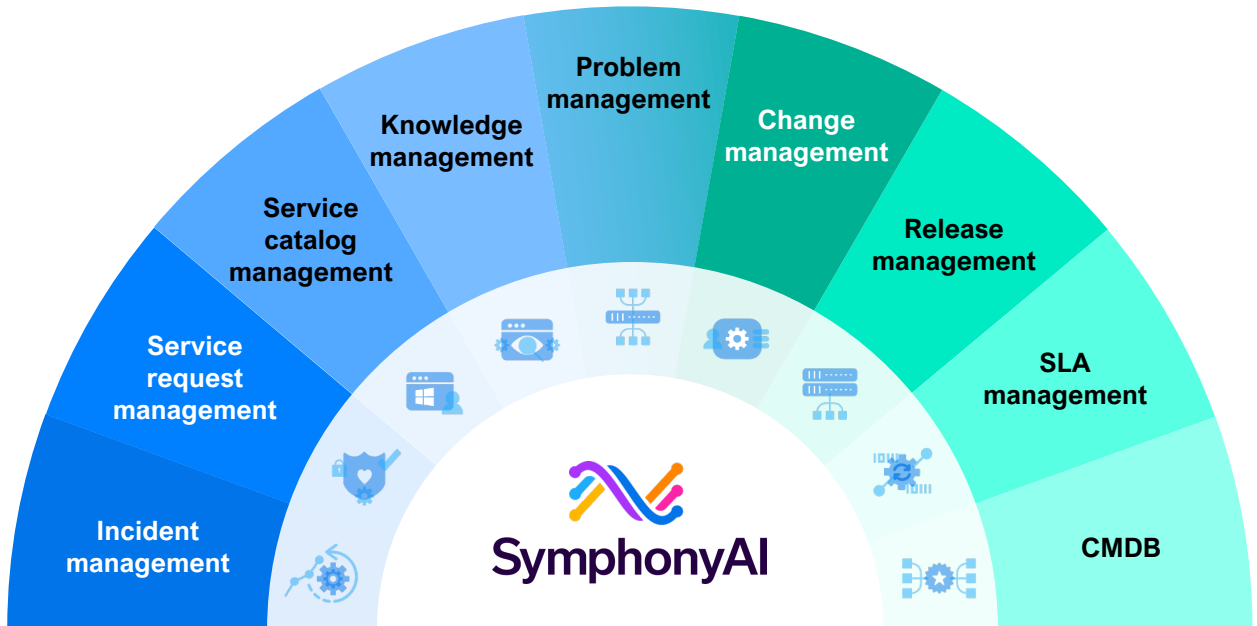
Deliver the right knowledge to the right person, based on their role, location, or group. Enhance content with rich media and securely upload large files through external BLOB storage.



Operational Intelligence Dashboard

Get a complete, real-time view of incidents, showing related tickets, articles, root causes, and fixes, so analysts can resolve issues faster, with context at hand.

Apex 2.0 IT Service Management modules



Ready to Transform Your ITSM?

Join the enterprises already accelerating outcomes with SymphonyAI Apex 2.0.

Discover how built-in intelligence can unlock next-level productivity.

<https://www.symphonyai.com/itsm/it-service-management/>

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