

# The enterprise copilot platform for employee support

Find information and take action across systems with one, natural language interface



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

— **Milind Wagle**, CIO, Equinix

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The way employers support employees is broken, but it can be fixed with AI. Moveworks is a generative AI platform that solves employee issues at work. The copilot uses conversational AI and machine learning to understand employee needs, identify the optimal resolution, and automate actions needed to complete the task, all out of the box — no resource-heavy projects needed.

Employees interact with Moveworks using everyday language, in the tools they already use today. **Moveworks resolves issues instantly, providing an unparalleled experience that keeps employees productive and support teams focused on high-impact initiatives.**



**Drew** 8:03 AM  
Just started work today – can I get access to MS Office?



**Moveworks** 8:03 AM  
✓ I've reached out to @Alex York to get MS Office approval for you. I'll let you know when it's approved.



**Moveworks** 8:05 AM  
Your access to MS Office has been approved. [Click here](#) to download.

## The value we deliver

### AI-powered employee support (up and running in weeks)

Automate employee support out of the box with an enterprise copilot that understands issues, identifies the optimal resolution, and takes action to complete the task.

### Accelerated service improvement

Empower service owners to identify, prioritize, and take action on service improvements using rich, natural language analytics, generated content, and targeted copilot messages.

### Universally accessible content and data

Make all of your files, content, docs, and data easily searchable through natural language, while adhering to permissions and access rights.

### Enterprise workflows extended with conversational AI

Enable anyone to extend the power of the Moveworks platform by creating new conversational AI use cases in minutes through generative development and REST API integrations.



## Instant support with AI

# 300% 7SEC

Growth in Broadcom's KB since using Moveworks

Average time to fully resolve issues at Nutanix

"Moveworks has allowed us to keep costs stable, even as we doubled in size to more than 10,000 employees worldwide."

— Ravindra Sunku, Sr. Dir. of IT, Stitch Fix

"The copilot has completely changed our employee experience; it's easily the best business decision I've made."

— David Lewis, AVP, Verisk Analytics

## Our technology

### Hand-in-hand collaboration

The copilot dynamically interacts with users, mirroring the kind of nuanced conversation they'd expect from a live agent, and building a collaborative bridge between employees and their copilot that accelerates work.

### Human-like reasoning

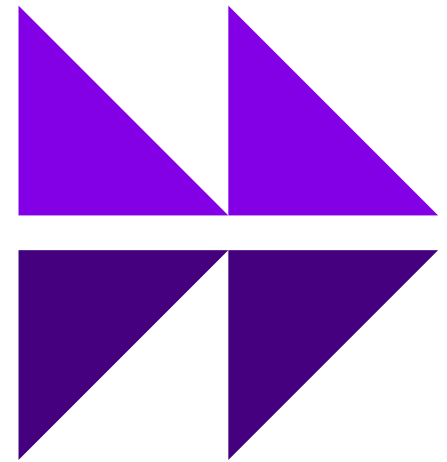
The copilot autonomously thinks ahead, makes plans, and chooses the best answer while having a complete understanding of your entire suite of business systems and context.

### Grounded in factuality

A proprietary, fine-tuned fact checking model instills confidence in answers by validating outputs with the citations used to create it and evaluating how close the output aligns to the original query.

### Built for scale

With robust ML operations and a modular, plugin design, it's easy to continuously add use cases while preserving the business logic and permissions critical to enterprise workflows.



## Use cases

### AI-powered employee support (up and running in weeks)

- Automate ticket lifecycle
- Fix account issues
- Provision software
- Streamline onboarding
- Update benefits

### Accelerated service improvement

- View experience by persona
- Identify priority projects
- See knowledge gaps
- Generate needed content
- Send targeted messages

### Universally accessible content and data

- Troubleshoot questions
- Handle payroll inquiries
- Answer security FAQs
- Get how-to instructions
- Search unstructured data

### Enterprise workflows extended with conversational AI

- Look up data in any system
- Send proactive alerts
- Update information in systems
- Simplify existing processes
- Schedule follow-up actions

## Deeply integrate with all of your systems

