

PRESIDIO®

AI-Driven Solutions for Higher Ed



EMPOWERING STUDENT SUCCESS: PRESIDIO'S AI-DRIVEN SOLUTIONS FOR HIGHER ED

Educational institutions today face increasing pressure to provide seamless, efficient, and personalized student experiences. From navigating complex IT systems to accessing essential administrative services, students expect digital interactions to be intuitive and readily available. Presidio, leveraging cutting-edge AI and automation technologies, offers transformative solutions that alleviate administrative burdens and empower institutions to focus on what truly matters: student success.

THE CHALLENGE: BRIDGING THE DIGITAL DIVIDE AND OPTIMIZING RESOURCES

Higher education institutions grapple with a multitude of challenges, including:

- ◆ **Cost per Invoice Processing:** Up to 70% reduction (from \$12–\$15 to under \$4 per invoice).
- ◆ **Invoice Exception Rate:** 65% decrease through proactive anomaly detection.
- ◆ **Labor Efficiency:** 80% reduction in manual effort, enabling finance teams to focus on strategic tasks.
- ◆ **Throughput:** 3x increase in invoice processing productivity.
- ◆ **Working Capital Optimization:** Faster exception resolution enables improved Days Payable Outstanding (DPO) management, early payment discounts, and enhanced cash flow.

PRESIDIO'S SOLUTION: AI-POWERED AUTOMATION FOR ENHANCED STUDENT EXPERIENCE

Presidio's AI-driven solutions, exemplified by successful implementations at Purdue University and Lake Superior College, offer a powerful approach to addressing these challenges. By deploying conversational AI agents built on platforms such as Google Contact Center AI (CCAI), institutions can:

- ◆ **Automate routine IT tasks:** Streamline password resets, multi-factor authentication, and device enrollment, freeing IT staff to focus on strategic initiatives.
- ◆ **Provide 24/7 self-service support:** Empower students with instant access to information and assistance through intuitive chat interfaces.
- ◆ **Personalize student interactions:** Deliver tailored support based on individual student needs and preferences.
- ◆ **Optimize administrative workflows:** Automate tasks like transcript requests, enrollment inquiries, and financial aid assistance, improving efficiency and reducing processing times.
- ◆ **Reduce operational costs:** Minimize the need for manual intervention, leading to significant cost savings and resource optimization.



Presidio's AI-Driven Solutions for Higher Ed

PROVEN RESULTS:

THE PURDUE UNIVERSITY SUCCESS STORY

The Purdue University case study demonstrates the transformative impact of Presidio's AI-driven solutions. By implementing "BoilerBot," a virtual IT help desk agent that automates everyday IT support tasks, Purdue achieved the following:

- ◆ Significant reduction in wait times (from over 5 minutes to 38 seconds) and call handle times **(from 10 minutes to 7 minutes)**.
- ◆ A dramatic decrease in call abandonment rates **(from 33% to 3%)**.
- ◆ BoilerBot handled **62% of related inquiries, representing 37,000 contacts**.
- ◆ **Cost avoidance of nearly \$250,000** due to reduced service desk workload.
- ◆ **1,200 hours of labor saved** in the finance department due to similar bot implementations.

PRESIDIO'S CONSULTATIVE APPROACH:

TAILORED SOLUTIONS FOR EVERY INSTITUTION

Presidio understands that each educational institution has unique needs and challenges. Our consultative approach involves:

- ◆ **In-depth discovery:** We work closely with institutions to identify their unique pain points and requirements.
- ◆ **Customized solution design:** We develop tailored AI-driven solutions that address the institution's unique needs.
- ◆ **Seamless implementation:** We ensure a smooth and efficient implementation process, minimizing disruption to operations.
- ◆ **Ongoing support and optimization:** We provide ongoing support and optimization to ensure the solution continues to meet the institution's evolving needs.
- ◆ **Proof of concept offerings:** We offer subsidized or Google-funded POCs, allowing universities to experience the solution's benefits firsthand.



EMPOWERING STUDENT SUCCESS: A PARTNERSHIP FOR THE FUTURE

By partnering with Presidio, higher education institutions can:

- ◆ Enhance the student experience by providing seamless and personalized support.
- ◆ Optimize administrative workflows and reduce operational costs.
- ◆ Free up valuable resources to focus on core educational goals.
- ◆ Embrace innovative technologies to stay ahead in the digital age.

Presidio's AI-driven solutions empower educational institutions to focus on what matters most: **empowering student success.**

Learn more at
presidio.com/industries/public-sector