

150-Employee Consulting Firm Reduces IT Tickets by 70% with AI-Powered Helpdesk

COMPANY

Northbridge Management Consulting

INDUSTRY

Professional Services / Management Consulting

EMPLOYEES

150

LOCATION

New York, NY

THE CHALLENGE

Northbridge Management Consulting's internal IT team was drowning in repetitive support tickets, with consultants submitting an average of 400 tickets per month for password resets, software access requests, VPN issues, and basic troubleshooting. Response times averaged 4 hours, and resolution often took over a day.

With consultants billing at premium rates, every hour spent waiting for IT support represented lost revenue. The firm estimated they were losing over \$50,000 per month in billable time due to IT-related productivity losses.

Attempts to hire additional IT staff proved difficult in the competitive NYC market, and the firm needed a fundamentally different approach to IT support that could deliver enterprise-grade responsiveness without an enterprise-sized IT budget.

THE SOLUTION

Intelligent iT deployed our AI-powered helpdesk platform that automatically resolves common IT issues without human intervention. The system handles password resets, software provisioning, VPN troubleshooting, and dozens of other routine tasks through an intuitive chat interface available 24/7.

For issues requiring human expertise, our tiered support model ensures a live engineer responds within 2 minutes. We implemented proactive monitoring that detects and resolves problems before users even notice them, dramatically reducing the volume of reactive support requests.

We also conducted a thorough environment optimization, addressing root causes of recurring issues including network configuration problems, outdated software deployments, and inconsistent device management policies that were generating unnecessary tickets.

THE RESULTS

70%

Reduction in IT support tickets

2 Min

Average response time (from 4 hours)

40%

Increase in consultant productivity

\$600K

Annual savings in recovered billable time

“ *Our consultants used to dread dealing with IT issues. Now most problems are resolved instantly by the AI helpdesk, and when they need a real person, someone picks up in two minutes. The impact on morale and productivity has been tremendous. This is what modern IT support should look like.*

Amanda Torres

COO, Northbridge Management Consulting

Ready to Transform Your IT?

Schedule a free consultation with Intelligent iT

intelligentit.io | hello@intelligentit.io | 2-Minute Response Guarantee