

SUPPORT AI COMMAND CENTER



Fast, verified support across the enterprise, powered by governed AI Employees that answer questions, reduce follow-ups, and enable action under full human oversight.

THE COST OF SLOW SUPPORT DECISIONS

For Shared Services Leaders, IT Helpdesks, and Customer Support Teams, support operations face three structural constraints:

Scattered Information

Policies, manuals, and system data sit across portals, PDFs, and repositories.

Dependency on Individuals

Support knowledge often lives in people, not systems - creating bottlenecks.

Unverified Responses

Without controls, AI or manual answers risk inconsistency, errors, or compliance gaps.

One Trusted Access Point

Support AI Employees connect support teams to:



Policies & Manuals



SOPs & Knowledge Bases



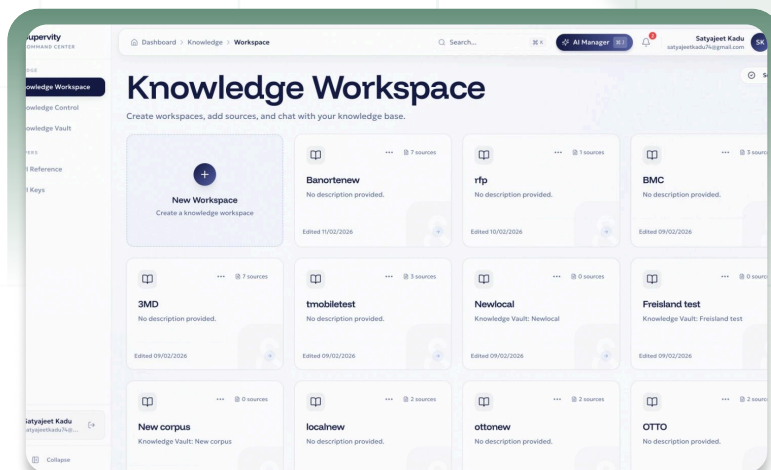
ERP & Internal Systems



Service Portals & Ticketing Tools



Department Records & Files



HOW SUPPORT MOVES FASTER WITHOUT LOSING CONTROL

Connect

Securely connects to ERP systems, document repositories, internal databases, and portals.

Understand

Reads and interprets documents, scanned records, spreadsheets, and system data.

Control

Applies role-based access controls so users only see authorized information.

Respond

Provides clear, source-backed answers using only verified internal enterprise data.

From Information to Action

Beyond answering questions, the Support AI Command Center supports downstream actions where approved:

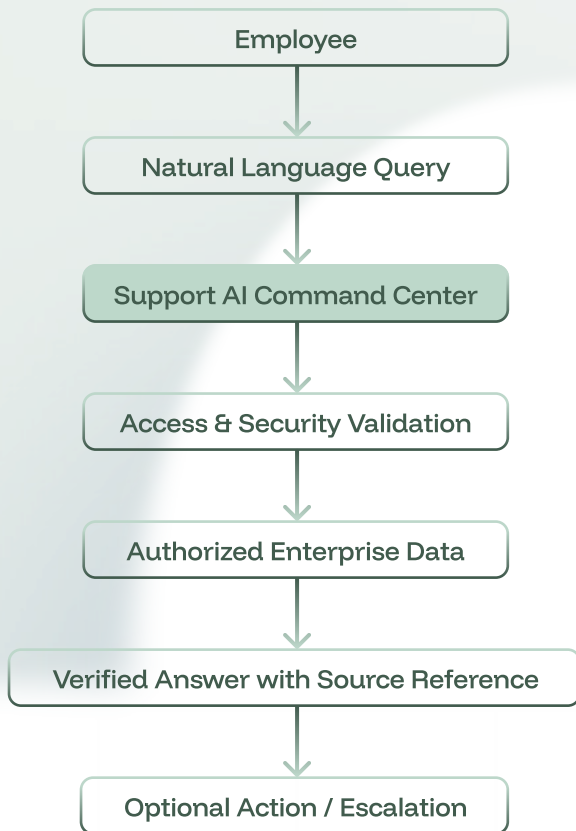
Drafting
responses

Raising
tickets

Escalating
exceptions

OPERATING FLOW (SUPPORT EXECUTION)

TO KNOW MORE



BUILT-IN SECURITY, GOVERNANCE & COMPLIANCE

Designed for regulated environments:

- ◆ Role-based access aligned to existing permissions
- ◆ AI restricted to organization-approved data sources only
- ◆ Prevents hallucinations and external data leakage
- ◆ Full traceability of queries, data referenced, and responses generated

Human authority remains final – always human-led

Business Outcomes

Organizations deploying the Support AI Command Center typically realize:

Faster responses
across departments
and systems

Fewer manual
follow-ups

Uniform
understanding and
consistent answers
across teams

SUPERVITY AI EMPLOYEES FOR ENTERPRISE

Support execution that
works like an employee: fast,
governed, and accountable.

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