

Workelevate at Technology Senate 2022: Transforming Employee Services for the Future of Work

Progressive Infotech showcased its digital workplace service automation platform, Workelevate at the Technology Senate 2022, joined by the business leaders of some of the top global and Indian enterprises.



Noida, Uttar Pradesh Jun 30, 2022 ([Issuewire.com](https://www.issuewire.com)) - Organized by Express Computer, the three-day conference "Technology Senate 2022" occurred from June 23, 2022, to June 25, 2022, at Hyatt Regency, Pune. With the theme 'Reinventing for the Future', the conference witnessed several fireside

chats, panel discussions, and individual speaker sessions. The focus of the conference was on how to use the latest technologies to future-proof IT infrastructure, how to make security an enabler of speed and growth and how to choose the key processes that must be automated.

Progressive Infotech joined the event and showcased its Digital Workplace Service Automation Platform – WORKELEVATE. Led by the Founder & MD, Mr. Prateek Garg, the session highlighted how enterprises can address the employee experience narrative by leveraging automation capabilities.

Employee Service Transformation for the Future of Work

Highlighting and bringing the current workplace challenges to the forefront, Mr. Prateek Garg gave valuable insights on tackling them using Workelevate. Explaining the roadmap of the digital workplace service automation platform, he highlighted how organizations can maximize workplace agility, improve the employee experience, and defeat technical bottlenecks.

Top Takeaways from the Workelevate session at Technology Senate 2022 Event:

- Evolution of workplace services & Progressive Infotech's two decades of expertise in end-user experience management.
- How does Workelevate help? – Features, Value Propositions, Use Cases, Security & Business Impact.
- Shifting from Service Level Agreements (SLAs) to Experience Level Agreements (XLAs) to measure outcomes.
- Employee Experience matters in the 'work from anywhere world'.

The event also involved several Q&A sessions where the Workelevate platform was clearly discussed with details that matter for B2B tech buyers. The attendees included IT decision-makers from some of the top Indian and global enterprises. The industry-specific use cases encouraged business leaders to explore more about the automation-led platform and understand its potential to exceed employee expectations in terms of workplace support services.

Workelevate is a Digital Workplace Service Automation Platform that works as a SaaS / On-premise solution, that builds self-service and self-healing capabilities for end-users along with a Conversational (Rule-based) Chatbot to provide instant support and streamline remediations through one-click fixes.

Simplifying ticket management, Workelevate provides contact-less support and eliminates the overall IT ticket load by 30%. Combined with the 24x7 live remote analyst support, it resolves 75% to 80% of tickets with zero-touch. The platform automates routine service desk tasks, simplifies end-user experience management, resolves issues faster, and maximizes digital workplace agility.

About Progressive Infotech

Progressive Infotech provides digital workplace transformation services and full-stack Infrastructure Services with an expertise of over two decades. Driven by its leading cloud management platform, Centilytics, Progressive is positioned in the Gartner Magic Quadrant and helps enterprises future-proof their digital workplaces through Workelevate, providing employee-centric services. Encompassing more than 1000+ professionals, 150+ active clients across industries, and an integrated 24x7 operation centre – Progressive manages technology, talent, and tools to ELEVATE end-user experience and keep your digital infrastructure always on and always available.

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Source : Progressive Infotech Pvt. Ltd.

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