

**“With InboxAgent I have effectively acquired another full-time staff member at almost no cost, because it’s taking care of the mundane task of logging requests”**

- Dan Morgan, Bidfood General Manager IT

### Delivering better service to national food distributor

There are few jobs in IT as mundane as logging email requests, which is why members of the IT service desk at Bidfood New Zealand took it in turns to deal with this onerous work. Each day, one of the three-member team was tasked with reading and routing dozens of email enquiries.

Dan Morgan, Bidfood General Manager IT, began his career on the service desk and knows just how repetitive that task can be. With 90% requests from its 30-plus branches logged via email, the company processes around 470 jobs a week from email, close to 2000 a month with an average turnaround of one day for every job. The company is New Zealand’s largest wholesale food distributor, supplying 20,000 products to over 15,000 customers including the armed services, hospitals and large hotel groups.

While its service desk solution, ManageEngine, has been continually upgraded over the 15 years it’s been in place, the problem of manually logging incoming emails remained. That is, until Dan attended an event where Aportio explained its approach to using AI to improve service experiences.

“When they described the functionality of InboxAgent, I sat bolt upright. It was exactly what I’d been looking for and within 48 hours I was in discussion with the team on how to deploy the solution at Bidfood”, he says.

The development process involved providing Aportio with historical data to ‘train’ the AI

solution. They built an environment that ran for two weeks with a copy of the live data before going into full production. Dan says the process was seamless from his perspective as the Aportio team were responsive to Bidfood’s requests and able to install InboxAgent in a way that was low risk and non-disruptive.

**When the system went live, it had reached 95% accuracy, which surprised Dan given the many vague requests it receives from end-users.**

“I’ve been extremely impressed with the accuracy, considering that we frequently receive emails that simply state: ‘It did that thing again’”, he says.

“I’m not aware of anything that is comparable to InboxAgent currently on the market. There are plenty of tools that claim to deliver a similar service, but their accuracy rates are horrendous.”

The Return on Investment has been instant. Now that InboxAgent takes care of logging requests, all three members of the service desk can work on problem solving every day. They are able to tackle more complex issues and, freed from low-value tasks, their jobs have become more interesting and professionally fulfilling.

“The wider Bidfood team are also directly benefiting from improved service as the team are closing off tickets at a faster rate”, Dan says.

Aportio's InboxAgent is Bidfood's first live exposure to AI and Dan says the team is keen to explore new ways of deploying the technology – but only if it can demonstrate a practical value from the get-go.

“With InboxAgent I have effectively acquired another full-time staff member at almost no cost, because it's taking care of the mundane task of logging requests”, he says.

Aportio CEO Scott Green says that InboxAgent is a unique email pre-processing platform and AI classification capability that reads incoming emails and processes natural language to answer customer service queries. It is platform agnostic and has been designed to fit with, and easily switch between, existing service desk systems.

“We have created InboxAgent to be easy to plug-in, simple to use and able to deliver savings to the business immediately.

It is an under-the-radar solution, designed to take away the low-value, high cost tasks the IT service desk hates doing, so they can focus instead on high value activities.”

## In Brief

### Customer organisation

Bidfood LTD.

### Problem to solve

Logging and classifying email requests was a time-consuming job that was negatively impacting the IT service desk's productivity and job satisfaction.

### Benefits

- All emails now logged automatically with 95%+ accuracy rate
- IT service desk employees now freed to focus on high-value jobs
- Faster service times
- Immediate and tangible Return on Investment
- Easy to install and simple to use

### Software

InboxAgent by Aportio Technologies



## About Aportio

Aportio Technologies specialises in IT service automation, using Artificial Intelligence to help IT and customer support teams radically improve their service experience. InboxAgent automatically classifies and converts customer emails into tickets, while ChatAgent is a virtual support agent capable of assisting online customers with complex enquiries.

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