

Get more from your ticketing platform with AptEdge's AI Support Engineer

Traditional tools alone are not enough to solve complex cases. Your team needs a trusted partner.



Today's B2B Support Reality



How Agentic AI Elevates Legacy Systems for Support Engineers

Legacy systems weren't built for today's B2B demands – AptEdge bridges the gap

Then

- Built for simple support
- Single system focus
- Basic knowledge management
- Generic workflows

Now

- Complex B2B environments
- Multi-system integration
- AI support engine insights
- Custom B2B processes

Uncover additional value with AptEdge

- 50%** less search time
- minimize configuration & extra development work
- \$1T** savings over time
- 10+** connect necessary knowledge & systems
- 54%** greater personalization

AptEdge: Your AI Support Engineer

	Without AptEdge	With AptEdge
Unified Knowledge	Scattered across 10+ tools	Single source of truth
Intelligent Automation	Manual Searching & Documentation	AI-Powered insights & Capture
B2B Specific Design	Generic Support workflows	Purpose-built for complexity

The ROI of adding AptEdge: Faster Resolutions, Greater Efficiency

Adding AptEdge doesn't just address the missing pieces of legacy ticketing systems—it also delivers measurable gains in efficiency and customer satisfaction.

Resolution Time

2 hours
(50% reduction)



Support Engineer Productivity

3x more cases handled per agents



Knowledge Creation

Automated capture & curation



Customer Success Stories

See how companies like yours have transformed their support operations by moving away from legacy systems and adopting AptEdge.

HEXAGON

Challenge

- Difficulty integrating support teams and knowledge bases after multiple acquisitions.
- Disparate systems resulted in fragmented info.
- Struggled to meet high customer expectations.

Solution:

- Unified operations by connecting knowledge systems.
- Streamline workflows with a centralized platform.
- Provided agents with real-time access to critical information.

Results:

- 50% increase in efficiency
- Improved satisfaction with accurate, timely responses
- Faster resolution times for customers.

“Our agent efficiency is up by 50% with AptEdge, reducing headcount and onboarding costs”



Adam Savage
Chief Operating Officer

Venafi (Now CyberArk)

Challenge

- Severe information sprawl across multiple systems
- Poor integration with existing user interfaces
- Complex security requirements slowed access

Solution:

- Centralized search within Salesforce
- Unified access to scattered data
- Seamless integration with existing workflows

Results:

- 8x improvement in search efficiency
- Reduced onboarding time
- Faster case resolution

“Am I going to pull up these eight different resources, pull up eight windows and go search the same terms in each area? I have AptEdge, which is one. It was an eight fold gain of time.”



Mark Miller,
Sr. Director, Enterprise Security Support

TRINTECH using Zendesk ticketing system

Challenge

- Siloed information across teams
- Inefficient internal communication
- Scaling support without increasing headcount

Solution:

- AptEdge Ticket Insights in Zendesk
- Answer AI for automated responses
- Centralized knowledge management

Results:

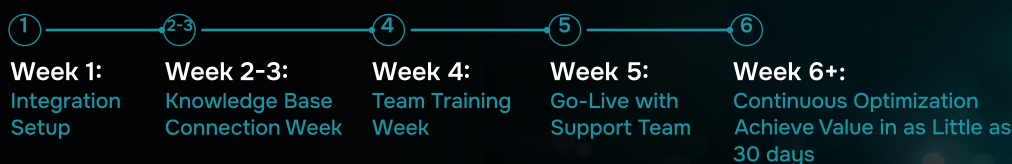
- 14% reduction in resolution time
- 3,000 days of customer waiting time saved annually
- Capacity improvement equal to 4 full-time agents
- CSAT scores increased to 9.8

“AptEdge’s ability to synthesize data into relevant, accurate answers significantly decreases the agent’s effort and time



Jim Fischer,
Vice President of Support and Dataflow Services

Implementation Timeline:



Please visit our website at apledge.io to see how AptEdge will work for your team.