

AI-Enabled Application Managed Services



Transforming operations with ZenseAI for faster resolution

ZenseAI eliminates the inefficiencies of manual ticketing by deploying an AI agent specifically designed for data intake and triage management. By automating these core functions, organizations can transition from reactive support models to a streamlined ecosystem that prioritizes compliance and speed.

Our specialized support model integrates directly with Veeva Vault to transform how technical issues are identified and resolved



Automated Ticket Management



Proactive Technical Cleanup



AI-Guided User Assistance



Enhanced Regulatory Rigor



Reduced Support Overhead

Key challenges

- ⦿ **Manual Triage Overload** resulting in high volumes of human categorization
- ⦿ **Accumulating Technical Debt** and system inefficiencies
- ⦿ **Fragmented Support Flows** causing operational chaos
- ⦿ **Resolution Delays** where users must wait for agent investigations
- ⦿ **Compliance & Access Risks** during role changes or employee exits

Our solution

- ⦿ **Intelligent Triage** that automatically routes and categorizes requests to reduce noise
- ⦿ **Intelligent DCR Automation** for smarter, faster master data management with seamless updates
- ⦿ **Context-Aware Assistance** that guides users through uploads and reference linking in real-time
- ⦿ **Automated User Disablement** that secure access with real-time detection and automated revocation

Contact us today

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