

Customer Excellence in the Age of AI

Why commitment still matters most

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Our history has earned current trust



For Decades

Hands-On Partnership

Deep Technical Expertise

With AI

Faster Responses

Higher-Quality Answers

Personalized Help

People Held Accountable



... ?



Our service is
an advantage
**AI is how we
continue it**



What is in it for you

Faster answers are becoming normal everywhere. Trusted expertise becomes more valuable, not less.



... ?



Faster Resolution



Higher-Quality Answers



More Personalised Help



Earlier Intervention

AI raises the standard
by which commitment is judged

What we have done: AI inside our support organization

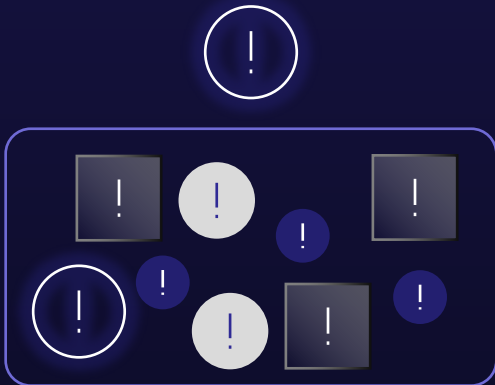


Started where the case volume and the stakes were highest. The pattern now flows to every product line.

In Progress

Faster Resolution

**Similar-Issue
Matching**



Higher-Quality Answers

**Case
Summarisation**



What happened
What was tried
What is still open

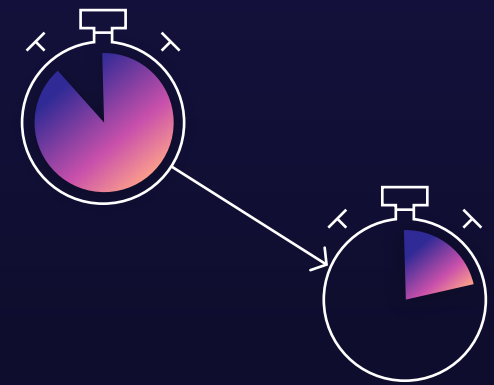
More Personalised Help

**Urgency and
Crisis Analysis**



Earlier Intervention

**Faster First
Response**



Proven first in TrakCare support → now extending across **InterSystems IRIS, HealthShare** and every product you run



Debugging the hard problems

When a case is genuinely hard, AI does the deep investigation



Manual Workflow

Hard problems took days



FAILURE



AI Workflow

Gather

Correlate

Pinpoint

messages.log 14,212 lines → 6 relevant

03:12:04 Journal switched to /jrn/20260903.005

03:12:06 WARNING journal directory /jrn is 96% full

03:12:07 **ERROR <FILEFULL> writing journal record – process 48213**

03:12:07 Database /db/app: write daemon paused

→ journal volume undersized after a retention change · fix proposed



START TYPING ...



Exact error
surfaced in minutes



Engineers
own the fix

HelpHub: Removing barriers to expertise

A real HelpHub answer to a real security question, grounded in our documentation, cited, and one click from a person.



You asked:

I need to configure FIPS-140-2 encryption, what steps should I take?

> AI did 2 steps (searched documentation · read 2 sources)

Just now

To configure FIPS encryption for database encryption, use this sequence: ^{1 2}

1. Install the `openssl` package from the Red Hat repository. ¹
2. Enable FIPS mode for the operating system. ¹
3. Check `/usr/lib64` for the `libssl` and `libcrypto` symbolic links; create them if they do not exist. ¹
4. In InterSystems IRIS, set the **FIPSMODE** CPF parameter to **True** — Management Portal > System Administration > Configuration > Additional Settings > Startup. ^{1 2}
5. Restart InterSystems IRIS. ¹
6. Encrypt the database — `FIPSMODE` affects only encrypted databases. ^{1 2}

IMPORTANT

InterSystems IRIS containers are not compatible with FIPS-enabled hosts. Do not run an InterSystems IRIS container on a FIPS-enabled host. ¹

> Sources Security Administration Guide · Configuration Parameter File Reference

Suggested Next Step

Create a Support Request

Get other help from our team

Pick another destination >

Ask a follow-up...



01 Ask

02 Find

03 Focus

04 Escalate

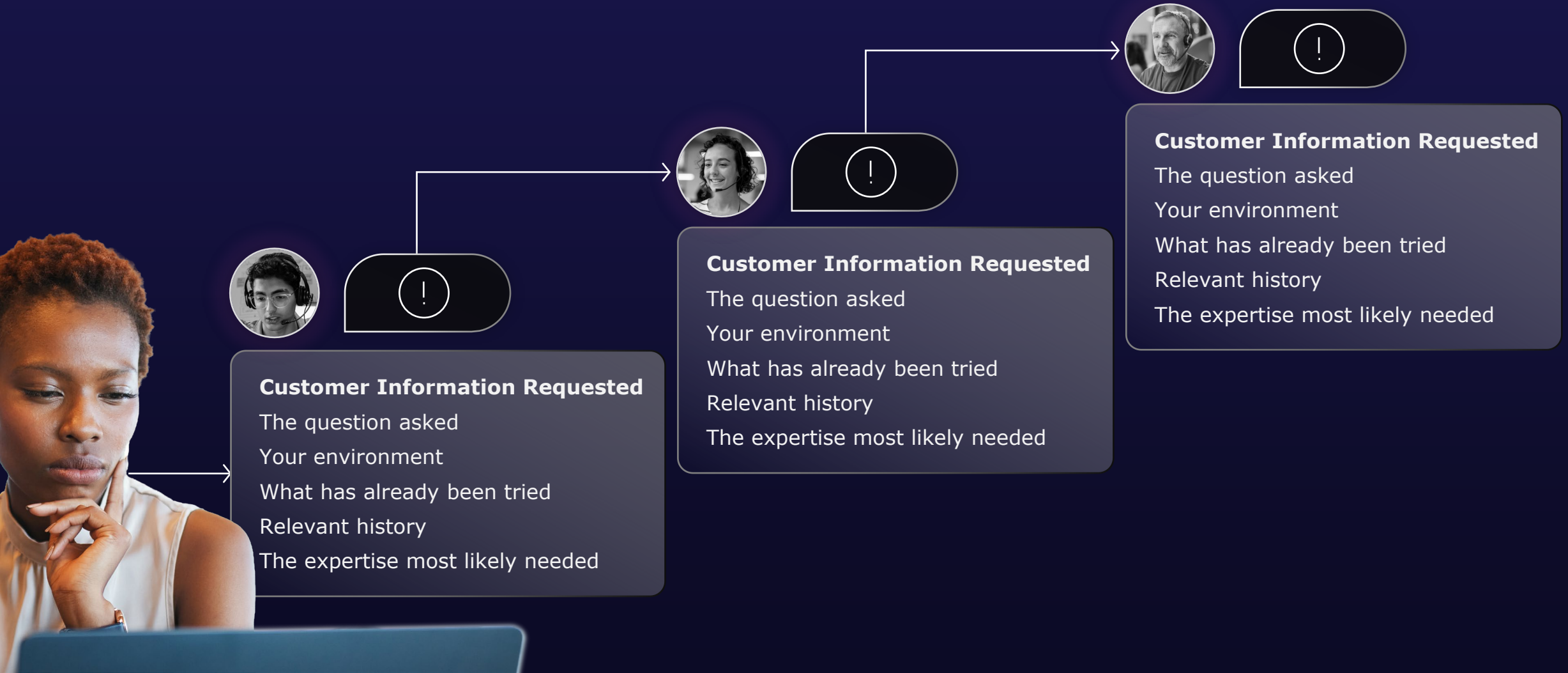
TRY IT OUT



AI should improve the handoff, not just the answer



Customers should never have to start over because an issue moves between people or teams.



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Customer Information Requested

- The question asked
- Your environment
- What has already been tried
- Relevant history
- The expertise most likely needed

AI

Creates a summary of the customers needs

Expert reviews customer needs and reaches a decision

Resolution reached with
continuity and speed



Customer excellence starts before support

Using AI to strengthen product testing so more issues are caught before a release ever reaches you

Product change

e.g. an SQL engine improvement or new behaviour

AI-assisted testing

- ✓ More variations
- ✓ More edge cases
- ✓ More unexpected interactions



Customer
confidence

Fewer avoidable disruptions
Safer adoption of new releases



The best support experience is sometimes the support call that never needs to happen.



Commitment means
knowing where AI should stop

Speed without judgement does not create confidence.



Escalation



Responsible data



Human judgement

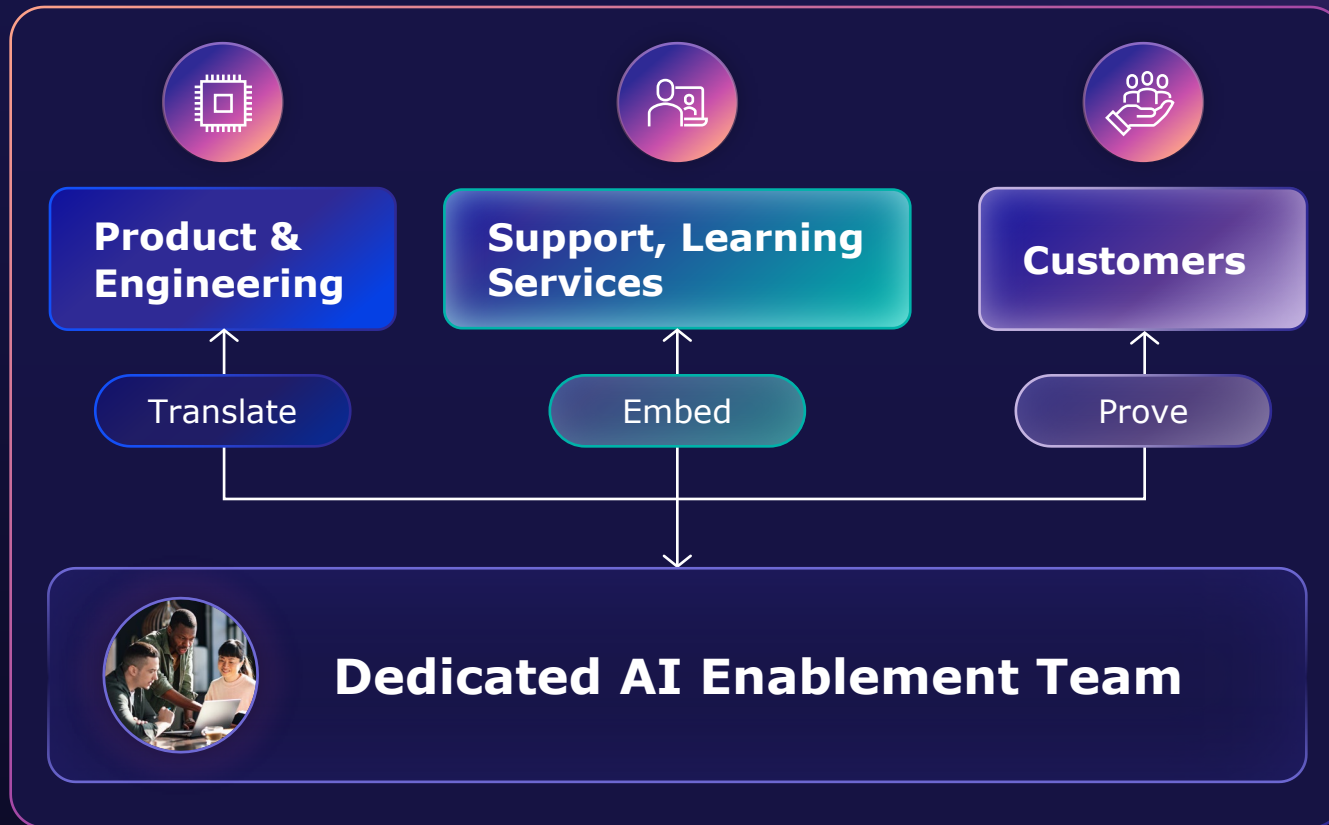


Accurate information



Why AI Enablement exists

A small COE team to support internal AI



Measured on
outcomes
not how many
models we ship

How we did it — and what we learned along the way



A dedicated AI Enablement team, sponsored from the top, with one job: make AI show up in the customer's experience.



Start from the customer outcome



We learned most of this the hard way.



AI is a part; the process is the whole



Keep experts in the loop from day one



Prove it in one place, then flow it everywhere

Expect commitment to your outcomes.



... ?



If you would like to learn more,
we would love to help you.
Bring us a customer challenge.

Confidence

IN THE AGE OF



Commitment to customer outcomes



Faster and **better** support



Enhanced product quality



Thank You