The Shift to Modern Workplace Operations

atspoke.

Moving beyond the service desk.

The demands of supporting hundreds or thousands of remote workers has reshuffled companies' digital priorities. Technology that supports operations at scale matters more than ever. In an all-virtual, all-the-time world, internal productivity means survival.

Employees can't succeed without access to tools and information. This includes access to services and rapid issue response by support teams. But the patchwork processes used to meet employees' needs are failing.

- Remote workers won't leave their workflows to engage complex IT ticketing systems.

- Employees can't turn to their neighbor to clarify stale Wiki content.

- HR, payroll, and benefits teams aren't a short walk down the hall.

Questions, answers, support, and access require an integrative system. This goes beyond IT. Every team needs a plan to serve their stakeholders. **But there is no good way to stitch processes across email, ticketing systems, chat tools, knowledge bases, and spreadsheets—whether in one office or a distributed work world.**

Ad-hoc requests from disparate channels cause delays. Weak automation has minimal impact on time spent ticketing. Poor analytics hide insights into users' pain points or workarounds. Role-critical information is spread across multiple, often unattended, knowledge bases.

Support teams and users are forced to work harder and longer to perform.

It's time to rethink operational support.

New workplace trends undermine old-school support models.
Consider today's modern workforce:

- Expectations have changed: Employees want immediate, convenient, and personalized service and information access.

- Favorite tools have changed: Employees demand fast, fluid, in-line workflows that keep them connected and productive.

- The number of tools has expanded: Monolith stacks are out in favor of fragmented SaaS solutions that need to be supported.

- Office locations have changed: There's a different location for every employee. From corporate workspaces, to coffee shops, and living rooms.

Aligning with these trends is challenging. Businesses continue to set aggressive expectations around digital transformation, culture, and cost-savings. Leaders are expected to manage and distribute knowledge and services, while having visibility of ownership, usage, CSAT, costs, and security.

Support teams including IT, HR, customer support, and biz ops are asked for solutions that connect technology, processes, and people seamlessly.

So what gets in the way?

Let's explore.

What stops better support?

Growing SaaS sprawl.

Modern enterprises need a modern suite of applications to run. But over-indulgence has its price.

Today, the average 200-500 person company uses 123 software tools.

SaaS sprawl invites a host of problems; from shadow IT and compliance issues, to redundancy, lost productivity, and information silos.

CMSWire notes how technology often gets in the way of collaboration, rather than making it easier. Over 25% of employees struggle knowing what tools to use when, while 21% cite an "excess of tools" as a major challenge at work, according to CCS Insight's Digital Workplace survey.

Information workers now switch windows on average 373 times per day—and once a worker is derailed from a task, it takes over 23 minutes to get back on track.

A tangled software ecosystem strains resources and devastates productivity.

Because users pick-and-choose where and how they work, support teams must work across a variety of platforms to field ad-hoc requests. Users are accustomed to fast, fluid workflows. They don't want to crossover to other platforms, or connect with unintuitive tools.

Support tickets are filed in ways that "work" for employees—regardless if the path is sanctioned by support teams.

Searches, pings, notifications, and updates.

The average professional now spends 2.6 hours of the work day managing email. Over 20% of workers' time is spent looking for internal information or tracking down colleagues for help, according to a McKinsey study. This is time away from role specific work.

Remote work exacerbates these issues.

The noise from multiple communication channels chokes productivity. Employees waste cycles searching for answers on outdated knowledge bases or wikis. They are eager for a way to access the knowledge, services, and support they need to get work done efficiently—without interruptions, unnatural workflows, and incompatible processes.

Siloed, opaque operational blueprint.

All organizations have an "operational blueprint." That is, the map of how they operate, where knowledge is stored, and what or who is needed to get things done. But this blueprint is often opaque or known only by select employees.

When an internal request requires a few steps to resolve, the person responding needs to learn quite a bit: who is asking, what is their role, do they have authorization, what to do next, and where to find information, approval, etc.

This is a manual process of training and learning repeated by every support responder. Of course, it may not be done the same way by every person.

This lack of standardized workflows and democratization of data access (via a system of record) reduces accountability, support quality, and timeliness.

Incompatible ticketing systems, intranets, and knowledge bases.

Legacy support tools add inefficiency because they don't fit with modern work. Employees won't "file tickets" because they have to leave their workflows. They don't know how to navigate ticketing tools, and doubt the timeliness of responses, anyway.

The result: messy, unsanctioned Slack channels and support requests. Queues are clogged; agents don't have time to update knowledge base articles for self-help. Nor do they have enough context for effective triage and assignments.

In traditional systems, chat messages don't turn into requests. Third-party approval, assignments, or other resolution steps require restarting workflows in other applications. These add up to high ticket volume, poor accountability, and wasted time on repetitive questions.

And with critical corporate knowledge spread across fragmented knowledge bases (like Confluence, wikis, and Google Drive), what's needed is not another knowledge base. Instead, companies need a source that integrates, and makes accessible, disparate knowledge.

For many, the promise of AI and automation here is unrealized. These support tools often require tedious setup and rule maintenance. Any auto-resolution benefit is mitigated by manual agent work for non auto-resolvable issues. Traditional tools with bolt on AI can't help agents with non-self service work—the type of work that takes up most of their time.

Traditional ticketing tools aren't purpose-built to serve every department. In general, they're designed for more technical users, and unsuited to connect with common tools and workflows.

As a result, no one gets the right work done.

We need a new category.

The rise of Modern Workplace Operations

Until now, large enterprises had no solution to establish company services at scale. While enterprises have been using ticketing, productivity, and collaboration tools for years, there's no true "hub"—a single access point for employees to quickly get the services they need.

Move aside ticketing systems, modern workplace operations is here.

The solution to internal productivity is not better ticketing, it's a workplace, anyplace, WFH, service desk.

"Traditional ticketing systems are typically repurposed external support, or IT project management tools.

They aren't intuitive, they don't integrate with chat – and they don't help with repetitive tasks and questions."

Jay Srinivasan
CEO - atSpoke

We dubbed it "the front door for internal knowledge and employee services."

Our formula is simple:

Modern workplace operations = Command center (service desk) + Blueprint for operations (knowledge bases and content) + People (easy, user access)

Every company deploys solutions to address services, knowledge, and people support separately. They've never integrated seamlessly, until now.

A modern workplace operations solution gives IT, HR, and business operations teams a centralized command center, built on AI technologies, to efficiently manage the employee experience and deliver services and support faster.

This is more than just a super-charged service desk.

It's a platform to make accessible the institutional knowledge that exists across teams, in shared documents, and databases. Employees work smarter, build relevant context, and know where to find answers, even as remote trends persist.

"Think of it like Maslow's Hierarchy of Needs. Internet connectivity is your baseline, security is next, above that is communication and collaboration, and then you need a tool that enables all of that to work together," guides Greylock Partners, Jerry Chen.

"Employees can't be productive without the tools and information that reside within a company's central HR and IT knowledge base, and that is never more evident than when people are working remotely."

When support is reimagined, by reworking internal ticketing around chat, for example, employees move faster.

"If a company uses both Slack and atSpoke, 70% of their ticket volume moves to Slack. What's critical in these moments is to allow companies to continue running their businesses without things like repetitive tickets consuming the entire day," offers atSpoke CEO Jay Srinivasan.

Distinctives of modern workplace operations.

How users 'experience the difference'

The action of asking and getting a response can no longer be tied to when the right person has time. It has to be now. And it needs to be done by a system that embeds user-context in an answer. Companies with ticketing systems designed around ticket forms (and not employee needs) find that fewer users engage support.

When companies modernize workplace operations—with atSpoke, for example—they liken the transition to finding a thread that ties mission-critical, but otherwise disconnected, tech tools and information.

This is due to three convictions distinguishing a traditional ticketing solution from a modern workplace operations platform:

Usability	Speed	Visibility
in every task	in every action	into every workflow

Usability

requires effortless requests and a modern agent UI. Collaborations between agents and users are fluid (e.g., rapid, within chat), with ticketing requests, updates, and resolutions embedded in a single workflow.

"It's been adopted just as much as Slack. Now, it's second nature; if something goes wrong, I 'atSpoke'."

best egg

Speed

means faster ticket handling and machine-learning driven self-service and triage. Infrastructure is suited to handle 1000s of updates, requests, and interactions per second. Knowledge resources are updated dynamically, and, when needed, new content is created and is immediately accessible. This helps overcome delays due to timezone constraints or stuck remote workers.

Setup time is measured in hours, not months. NLP models come trained out-of-the-box and ready to deflect tickets and eliminate routine requests.

"With 25% of requests resolved automatically, team leads had more time to spend on important projects."

honey

Visibility

means employees and agents know exactly who's responsible and accountable at each step of the issue handling process.

"Tags help us see different priority levels. Requesting a monitor gets a very different response than the CEO's Zoom link isn't working."

Root
Insurance

Where actions happen across 3rd party tools, parties have insight. Audit and documentation capabilities ensure compliance with regulation and processes. Analytics turn request and interaction data into workplace trends insights. Companies use these to prioritize resources and make proactive improvements.

As well, companies can perform schedule and load management, and monitor key service metrics (deflection, AHT, FCR, and response times).

Practical implications for operations teams.

While IT is a key beneficiary of modernizing support operations, nearly every team has a service function ripe for improvement.

Here's proof.

How many generic department email aliases does your company have?

Here is a list of ours. Large enterprises could have dozens more.

Finance@atspoke.com
IT@atspoke.com
Sales@atspoke.com
Support@atspoke.com
Facilities@atspoke.com
Marketing@atspoke.com
HR@atspoke.com
HelpDesk@atspoke.com
Security@atspoke.com
Press@atspoke.com

Every one of these email addresses is an entry point to a larger set of services. Inbound messages to any of these kickoff varying issue management processes. Each could benefit from inter-connectivity, easier user access, and automation.

Companies that embrace modern workplace operations improve performance across a diverse set of teams and departments.

Below, we explore examples.
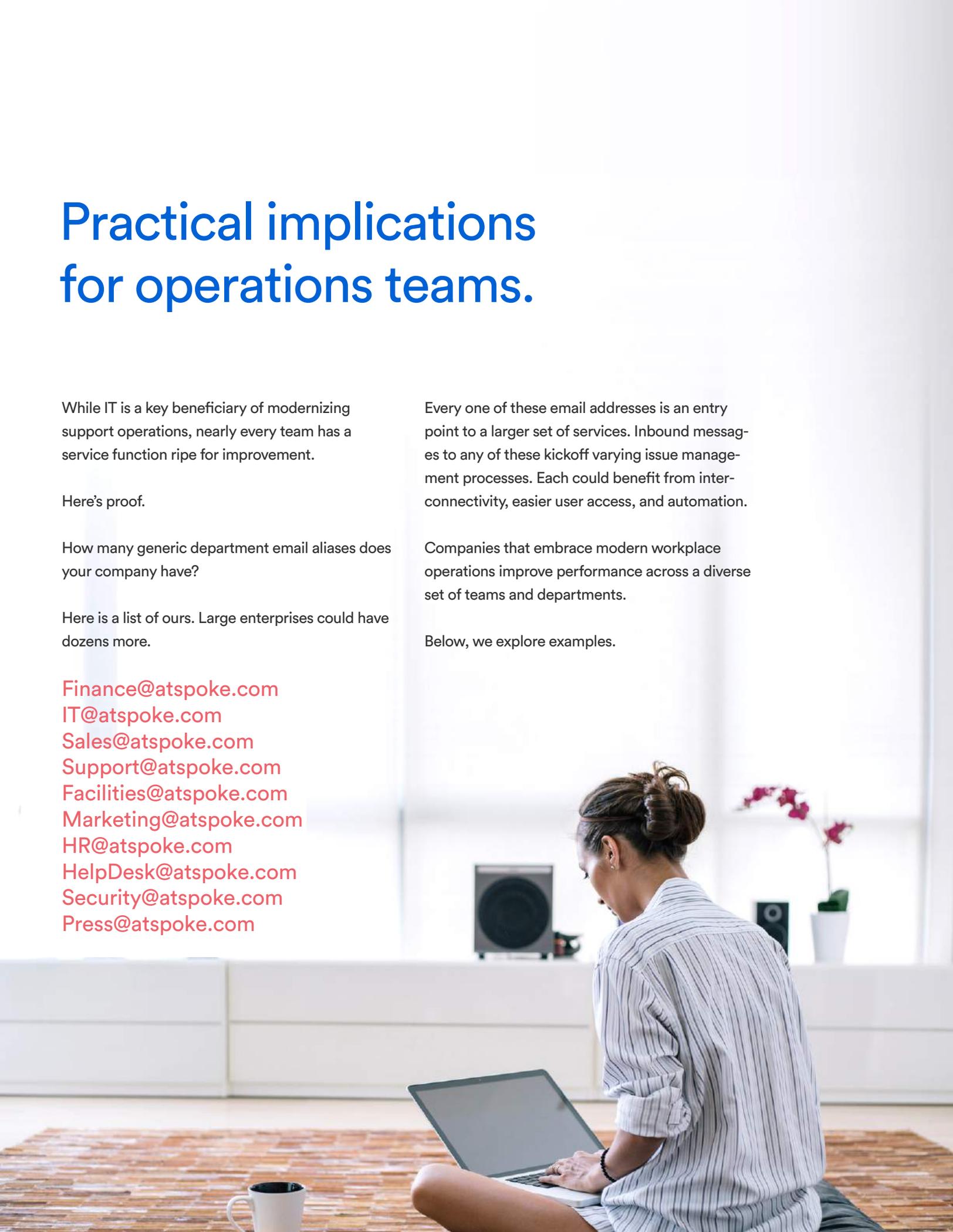
Unlock improvements across every team.

Information Technology (IT)

Deliver service with less demands on users and a reduced workload for IT. Resolve user requests in the tools they're comfortable with—and unleash AI on the repetitive, "How do I reset my password?"—type questions.

Auto-answer routine questions with AI.	Automate FAQs like password resets and system access requests with AI-automated responses directly in Slack, MS Teams, or a web app. Personalize service based on who is asking the question—no more sending the Mac user a PC guide!
Escalate to the best IT agent with intelligent routing.	Automation turns complex questions into tickets that are routed and assigned to agents based on expertise and availability. Auto-triage, auto-assign, and automate forms to collect additional information, without agent intervention.
Connect disparate IT systems to work from one place.	Use a central command center to connect and access SSO, Asset Management, Jira, Okta, JAMF and other systems. Locate answers and trigger actions directly from atSpoke or transfer tickets to another system (e.g., project management with JIRA, Asana, or incidents with PagerDuty). Remove friction caused by context switching and manual re-entry for more fluid work, and keep tickets organized across chat, email and web.
Track and maintain visibility across all interactions.	Turn requests into trackable tickets no matter where they are generated, including via chat, email, phone, SMS, direct message or channel conversations. Know who is responsible and the current status of every issue at any time. Establish a clear audit trail across teams and 3rd party tools throughout.

Categorize hardware assets.	Simplify management of all computers, mobile devices and peripheral inventory from procurement to retirement.
Streamline onboarding remote employees.	Reduce the burden of onboarding remote staff with self-service access to IT resources—from knowledge base information to key system or software access requests.
Access comprehensive reporting and analytics to gain new insights.	Get granular on IT and workplace trends with complete data on every task. Customizable analytics deepen ticket understanding, and built-in surveys track performance and employee satisfaction.
Create happier users by making IT easier for them.	Let users make requests where they're already working with quick and conversational language—no IT jargon required. The result: less support obstacles, and improved productivity.

honey

The PayPal-owned, shopping and rewards platform company Honey was trying to scale business operations while using several, overlapping business tools. But knowledge resources were fragmented and hard to find. Teams needed to leave their workflows to communicate cross-functionally. The growing team of 80 needed a better solution.

Honey first moved the IT team into atSpoke before launching company-wide. They focused on creating knowledge resources to answer some of the most common requests they receive. Questions like: "Where is the printer?" or "What's the guest wifi?"

IT leveraged atSpoke's AI-powered chat reply to answer the easy questions without a human.

"With 25% of requests resolved automatically, Team Leads had more time to spend on important projects."

We had teams using multiple ticketing products, Engineering in JIRA, Customer Support in FreshService. In my experience, these legacy ticketing systems become a burden. Not just on the end user, but on me. I end up writing all the tickets because end users refuse to use the tool,"

-Peter Hadjisavas,
IT Manager at Honey

35%	58%	77%	0%	11 min	3.8hr
Deflection rate	Auto-triage accuracy	Team auto-triage	Setup time	Median response time	Median resolution time

Root Insurance Co

"Our teams are getting almost no ad hoc requests! About 90% of all requests come through atSpoke, dramatically reducing agent time wasted on fielding requests or manually creating tickets.

atSpoke automatically triages 96% of service tickets to the right team while giving the user visibility into who will be helping them, without any manual work by the agent"

- Joey Douthwaithe, Employee Technology Manager @ Root.
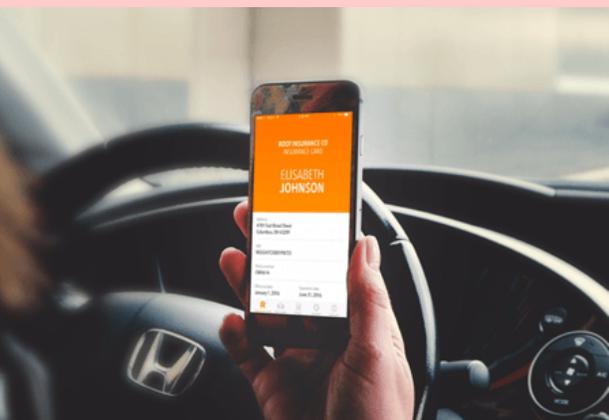
Root Insurance is the nation's first licensed insurance carrier powered entirely by a mobile app. As the 1,000+ employee expanded, it grew difficult to handle chat and in-person support requests. Employees pushed requests through Slack, so the IT team added a channel to keep requests from getting buried in separate conversations.

As volume increased, however, requests were lost and there was no way to automatically prioritize, triage, or assign them. Employees were left waiting. Manual work piled up for IT as they searched through chat records to understand issues.

Root needed a platform built around chat-based service that could handle increasing ticket volume. Leadership wanted data around support issues and trends to guide investments in process improvements.

After atSpoke, users continued to make requests in Slack, but those requests automatically turned into tickets. IT had instant visibility into who was assigned to a ticket and what the status was.

Moving from incompatible communication tools and a disconnected service desk has changed how Root delivers services. They went from almost no metrics to surfacing a median response time of just 9.2 minutes, and resolution time of less than an hour across six teams and complex service tickets.

29%	96.3%	85.9%	9.2 min	69.8min
Deflection rate	Team auto-triage	Auto-triage accuracy	Median response time	Median resolution time

Unlock improvements across every team.

Customer Service

Enhance customer support with responsive, real-time answers to common questions with less agent intervention. Reduce training and ramp time for Tier 1 agents, and free up expert Tier 2 and 3 resources to resolve complex issues.

Auto-answer routine FAQ's for Tier 1 agents with AI.	Use a chat-based, searchable knowledge base to let less experienced agents self-serve on routine questions. Provide immediate answers, without escalating. Enforce consistency by having agents refer to approved answers versus sharing variations from one-off conversations.
Escalate to the right subject matter expert with automated routing.	Turn only complex questions into tickets that are routed and assigned to an appropriate expert. Answer issues once, and let the AI bot learn and resolve future, similar issues automatically.
Speed training and ramp-up time.	Arm agents with more intel and get them on the job faster. Instead of covering every scenario in training, provide tools to help new agents troubleshoot issues with a relevant knowledge base that is just a click away. Reduce dependence on escalation to experts thanks to knowledge resources that learn and expand with each case.
Leverage great service as a competitive advantage.	Create happier customers and better brand interactions with speedy service, less wait times, and faster first-call resolution.
Access comprehensive reporting and analytics to optimize performance.	Monitor interactions for time-of-first-response, resolution time and root-cause analysis. Track performance and maintain accountability while saving time by compiling reports from one place versus across systems. Assess results for common questions, and identify trends and knowledge gaps to address in future training.

![opploans logo]

OppLoans provides a fast, affordable alternative to payday lenders. The Chicago-based firm has earned glowing reviews from its 100,000+ customers, as well as an A+ rating from the Better Business Bureau.

OppLoans' five-person Training team educates and provides information to Loan Advocates, the customer service representatives that handle loan applications. As a rapid-growth startup, OppLoans struggled to provide consistent information to these staff. Documents were scattered across different platforms, including Google Drive, making resources difficult to access.

The lack of a formal knowledge management system meant Loan Advocates weren't getting the information they needed efficiently—or sometimes at all. They tried a dedicated Slack channel, but this multiplied manual work.

Amanda Ly, a Senior Associate on the Business Operations team, discovered that atSpoke solved Opploans' problems in two unique ways. atSpoke included a simple, intuitive knowledge base, and introduced an AI-powered self-service feature that understood natural language. Loan Advocates could ask atSpoke a question and get the correct answer immediately, even if they didn't use the exact phrasing in the knowledge base.

And unlike legacy ticketing systems, atSpoke fit the communication habits of Opploans employees. The platform integrates with email, SMS, and popular chat tools, in addition to atSpoke's own web app.

Today, the average 200-500 person company uses 123 software tools.

"The longer a Loan Advocate is free on the phone, the more loans they can close. By reducing the amount of time they have to wait to get answers from four minutes to just seconds [...] That's an ROI of 9,160%," explains Temeka Cartwright.

88% Auto-resolve rate	98% Deflection rate	36% Agent auto-triage	100% Auto-triage accuracy	2hr Median response time	1hr Median resolution time

Unlock improvements across every team.

Human Resources (HR)

From onboarding and policy, to sensitive questions, flip the support paradigm and deliver a modern, responsive experience in HR interactions. Replace window toggling or answering, yet again, "Do we have Veterans Day off?". Shortened turnaround times focus staff on more strategic work.

Auto-answer routine employee/company questions with AI.	Immediately answer benefit, holiday, and policy FAQs with AI-automated responses that free up HR staff. Provide employees convenient and immediate self-help, and let them search using normal conversational language—no special terminology or exact search required. Personalize service with auto-resolution that understands who is asking a question and curates responses based on employee context (manager, location, department, or access-level).
Escalate to HR SME with intelligent routing.	Automation turns complex questions into tickets that are routed and assigned to the right HR staff based on expertise and availability. Once a question is answered, an AI bot learns and can retrieve answers without human intervention. Eliminate the email 'cc' chain for good.
Find answers across different systems—and document new ones along the way.	Whether an answer is buried in HRIS, ATS, or Google Drive, pull it up with a simple search from one place. Use the integrated Knowledge Base within tickets to retrieve answers on an issue—no matter where they are saved. Breakdown information silos and eliminate the need to toggle between applications.

Handle confidential issues securely with controlled access.	Protect sensitive issues with privacy settings and access controls. Capabilities like private teams, restricted access, and tagging ensure proper handling—without reducing the effectiveness of self-service or automated handling.
Simplify onboarding with routine task automation.	Instead of repeated onboarding sessions (explaining where to enroll in benefits or request business cards, for example), let employees self-serve. Grant access to resources to shield HR from repetitive tasks, while maintaining availability for urgent or more nuanced requests.
Access comprehensive reporting and analytics.	Track trends, FAQs, and workplace needs without mapping data from disparate reporting tools. Assess where improvements can support overall HR goals—and create a better employee experience.

With atSpoke, HR found the time and resource savings it needed.

"atSpoke's ease of implementation, integration readiness and great partnership enabled us to get our employees across Americas, EMEA and APAC to use atSpoke as a front door for all HR questions and requests. Employees were able to access our global knowledge base and auto-resolve issues quickly through Slack. atSpoke helps us to scale our teams and create a delightful employee experience"

As one of the fastest growing providers of network security appliances for more than 450,000 of the world's largest enterprises, service providers, and government organizations, this company's "Security Fabric" cybersecurity platform was in hypergrowth. They were perpetually hiring and onboarding. This—plus ongoing support for repetitive knowledge requests from thousands of existing staff—stretched internal HR teams and existing processes.

HR leadership identified a need for expanded support issue visibility and accountability. The department's shared Outlook inbox bogged down productivity and response and resolution times.

Leaders also wanted to boost Tier 1 agent responsiveness by improving one-click access to company knowledge resources. Smart auto-triaging was required to reduce the number of agents/teams that issues bounced off of.

A dynamic knowledge base and intuitive ticketing system streamlined service for the variety of HR teams (including benefits and payroll) supporting multiple countries. Integrations with internal HRIS tools added efficiencies as well.
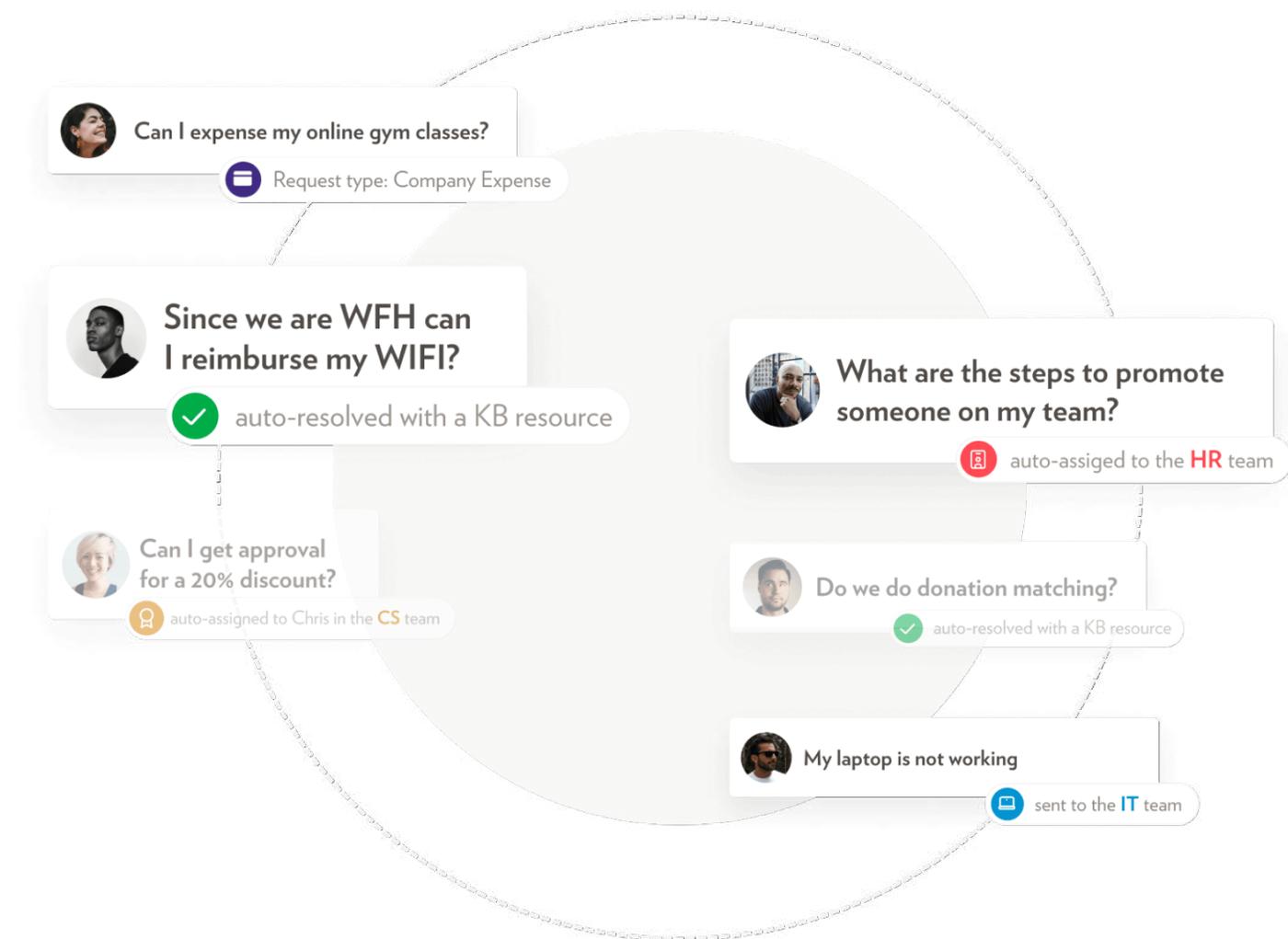
Finally, the company found new efficiencies in where it deployed human staff versus creating knowledge content to handle repetitive support questions.

73%	**98%**	**75 min**	**150 min**
First contact response rate	*Team auto-triage*	*Median response time*	*Median resolution time*

Selecting the right platform.

Today, thousands of companies are revisiting traditional ticketing tools and internal support programs. They are ready for an operating command center to connect people, services, processes, and information.

As you prep your own selection checklist, check out these key FAQs and platform must-haves.

Can I expense my online gym classes?
Request type: Company Expense

Since we are WFH can I reimburse my WIFI?
auto-resolved with a KB resource

What are the steps to promote someone on my team?
auto-assiged to the **HR** team

Can I get approval for a 20% discount?
auto-assigned to Chris in the **CS** team

Do we do donation matching?
auto-resolved with a KB resource

My laptop is not working
sent to the **IT** team

FAQs

Key Question	atSpoke Guidance
Is standardizing processes and workflows across teams really that important?	Yes, because workflows are more complicated than ever. Think about an everyday process like employee onboarding: it now involves multiple tools, approvals, reports, tasks, and departments. It's hard to monitor, manage, and optimize these steps across adjacent tools. There's complexity in training and standardizing support—and it's heightened with a remote workforce.
What big pain point will atSpoke solve right away?	Customers suggest that the quickest value add is issue auto-resolution. Starting on day one, many clients have 50% of support inquiries deflected with immediate answers and knowledge articles. All users have to do is send a message. This rate improves over time through continuous platform learning.
Do machine learning capabilities actually make a difference? Everyone says they have some.	Bolt-on AI/ML tools rarely deliver on their promises. We started a ground-up build leveraging the latest deep learning and language models like GPT-3. atSpoke comes pre-trained with natural language understanding models that understand work-place language out-of-the-box. It can learn an organization's specific language immediately based on user feedback, work-flows, and data. This creates unmatched efficiencies around semantic search, multi-task learning, online and batch learning, non-linear triage and learning, human-in-the-loop feedback, translation-on-the-fly, fast prediction, and question answering.

FAQs

| Key Question	atSpoke Guidance
Are chat and messaging best to handle support requests?	Yes, because that's what employees use. Chat makes ticketing intuitive. Support becomes delightful, easy to access, and boosts productivity. Today's workers want on-demand consumption and prefer asynchronous communication. Plus, we support pre-built connectors and native integrations that allow support teams to trigger actions in other tools, like Okta, G-Suite, Duo, and JAMF, and move tickets to other systems like PagerDuty, ServiceNow, JIRA, and Asana.
There's a lot of sensitive information passing through Slack, MS Teams, etc. How secure is the platform?	atSpoke features enterprise grade security and a compliance program. We provide granular access control to manage access and permissions based on role, location, and domain. Other advanced security features include: audit logs, SAML, SCIM (for automated account provisioning and deprovisioning), and domain and IP whitelisting. Compliance is enforced across all support teams with an automated record of all processing activities.

Platform Distinctives & Features

Core Value	Essential Features
Simplified workflows speed up support and information delivery.	✅ Support delivered in the tools and workflows that users already use ✅ Conversational AI that is convenient and personalized ✅ Pre-trained natural language understanding models that understand workplace language out of the box ✅ Zero user training requirements
Faster ticketing requires auto-resolution.	✅ Automatic question answering for ticket deflection and immediate self-help ✅ Learning based on user feedback ✅ Access to entire corporate content and knowledge stores
Purpose-built machine learning.	✅ Ground-up build, no bolt-on functionality ✅ Seamless Slack integration ✅ ML-assisted knowledge base review and auto-generated content ✅ Multi-task and request learning ✅ More than just search; pinpoint precise answers ✅ On-the-fly translation
Platform intelligence, automation, and productized workflows.	✅ Intelligent agent routing ✅ Automated merge requests, smart suggestions, intelligent tags, automated content creation, load balance, priority inbox, and predictive analytics—to reduce manual workflows ✅ Actions triggered in 3rd party systems without leaving platform
Omni-channel support for usability and speed.	✅ Intuitive chat and web interface for user adoption (no ticket forms) ✅ Automatic transformation of every SMS, chat, or email into a ticket ✅ Integrations with best-in-breed IT and HR applications
Broad information and service access, tight administrative controls.	✅ Intuitive chat and web interface for user adoption (no ticket forms) ✅ Automatic transformation of every SMS, chat, or email into a ticket ✅ Integrations with best-in-breed IT and HR applications

Conclusion

Modern workplace operations is more than better ticketing or a smarter service desk. It is a platform that threads together an organization's services, knowledge and unique operational blueprint.

No longer does a patchwork of repurposed IT tools, disparate knowledge sources, and undefined processes work. The new virtual workplace paradigm won't allow it.

Instead of chaotic and disconnected interactions, empower your support teams to be their most productive —and make it easier and faster for every employee to get what they need, when they need it, to get real work done.
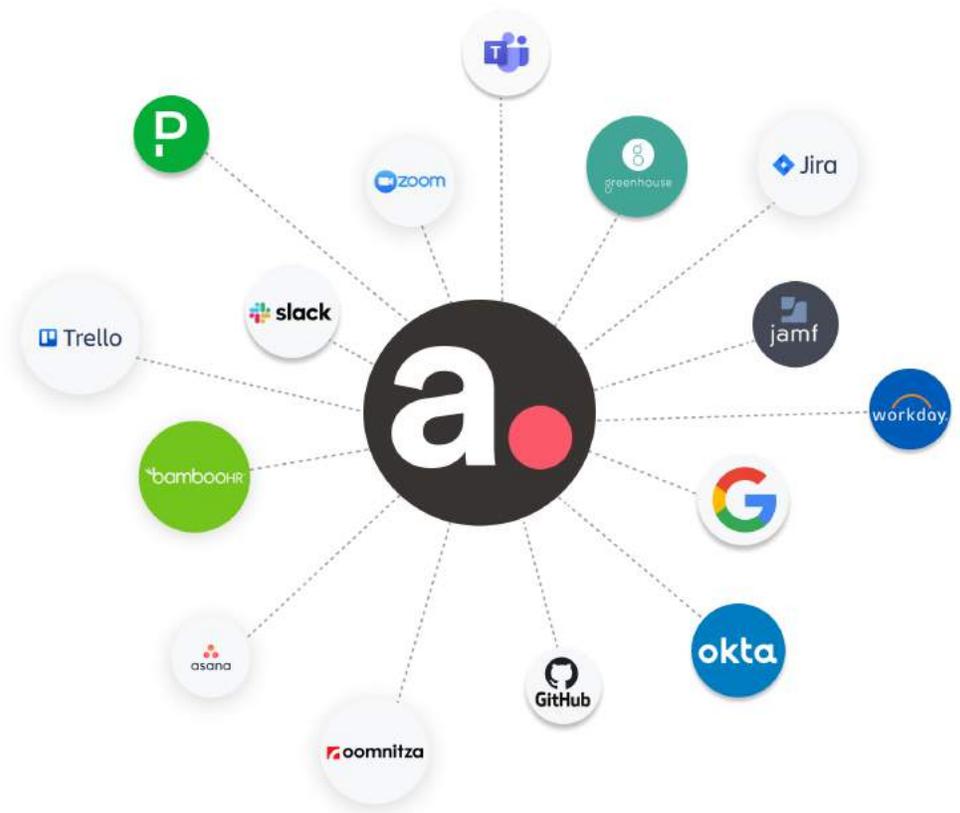
About us

atSpoke is a modern workplace operations platform that helps businesses scale by giving every employee what they need to be their most productive. IT, HR and Operations teams resolve requests faster and employees get immediate help where they already work.

With atSpoke, organizations move work forward faster.

atspoke.