



Predictive Support

Built-in Governance

THE INTELLIGENT WORKPLACE FOR MERCK & CO.

Improve scientific productivity, strengthen governance,
connect the global research workplace, and simplify IT operations.

Reactive support has a ceiling. A predictive, automated operating model lifts it, giving researchers and business teams hours back without sacrificing the security and governance you require.

WHAT THIS COULD LOOK LIKE FOR MERCK & CO.

A more intelligent workplace connects support, security and global operations around one goal: helping researchers and business teams stay productive and keep scientific innovation moving.

1

Keep Scientific Innovation Moving

Reduce technology disruption and unnecessary waiting with AI-powered support, intelligent knowledge, self-service, and predictive support.

2

Strengthen Compliance Without Adding Friction

Build Zero Trust security, endpoint governance, compliance automation, governance-first AI, and human oversight directly into workplace operations.

3

Connect the Global Research Workplace

Create a more consistent, connected experience across labs, manufacturing sites, offices, and distributed teams through predictive monitoring, lifecycle services, and proactive support.

4

Move Toward Autonomous Workplace Operations

Bring AI automation, workflow orchestration, predictive operations, and unified services together to reduce MTTR, eliminate recurring issues, and simplify IT operations across the enterprise.

5

Maximize Technology Value

Use experience analytics, XLAs, executive dashboards, and AI-driven insights to connect workplace performance to measurable business outcomes.

THE BAR SHOULD BE HIGHER

up to

70%

of routine issues
resolved
autonomously

up to

55%

operational
cost savings

up to

80%

less time waiting
for support

Transform the economics, employee experience, and the amount of disruption reaching the business. We'll show you how.

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