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Infrastructure services provider CompuCom announces a partnership with German automation specialist Arago-- one integrating the HIRO artificial intelligence solution in CompuCom managed services.

HIRO (or Human Intelligence Robotically Optimised) is a problem-solving artificial intelligence platform able to a automate process across the entire IT stack, essentially taking over nearly every task a human admin can do. The result, CompuCom claims, is less server downtime as HIRO can find and triage issues, identify solutions and recommend corrective measures more quickly and with greater certainty.

In addition, HIRO has built-in continuous learning and self-optimisation, allowing it to solve and perform complex IT tasks and process autonomously.

“When technology fails, it often takes anywhere from 15 minutes until the next business day to resolve the problem for the end user, which obviously creates a negative user experience,” the company says. "Forward-thinking companies are exploring machine learning, deep learning, robotic process automation and cognitive computing to transform IT support and shrink resolution time to a matter of seconds. Analysts project that a significant percentage of all IT support events could be delivered in a fully automated fashion in the next 2 to 3 years.”

The HIRO-powered service is currently being piloted by select CompuCom customers, with rollout to mid-market customers to take place by Q4 2016.

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