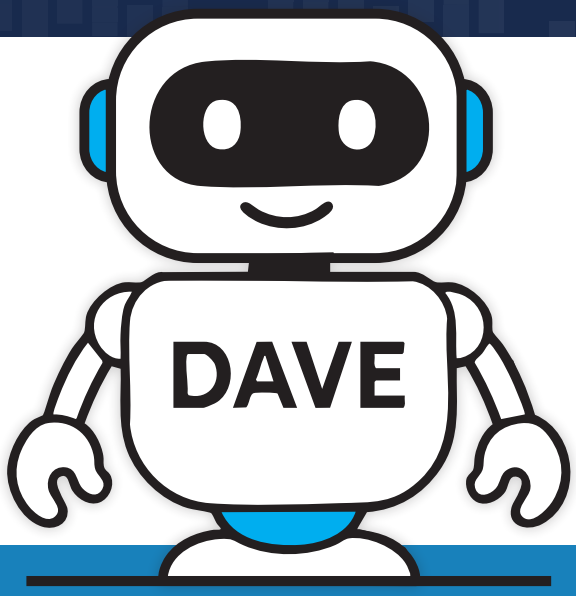
DATAPRISE

The Dataprise Service Experience

IT Support Built Around People. Powered by Intelligence.

We have reimagined IT support from the ground up. Rather than simply adding AI or chatbots to an old service desk model, we've designed an experience-first approach that combines intelligent automation, skilled engineers, and proven processes to deliver faster resolutions, consistent service, and happier users.



Meet DAVE — Your Intelligent Digital IT Assistant

DAVE is the front door to the Dataprise Service Experience. Available through chat, DAVE provides employees with an easy, conversational way to get help whenever they need it. But unlike traditional chatbots that simply create tickets or send users to knowledge articles, DAVE is designed to accelerate resolution.

DAVE can:

- Instantly identify users, devices, and system context
- Resolve common IT issues automatically
- Reset passwords and unlock accounts
- Manage Microsoft 365 permissions and access requests
- Initiate onboarding and offboarding workflows
- Route complex issues directly to the right engineer
- Preserve conversation history and technical context throughout the support journey

When automation can solve an issue, DAVE resolves it immediately. When human expertise is required, DAVE seamlessly connects users to a Dataprise engineer without forcing them to repeat information or start over.

Designed for Better Outcomes

Every service request follows the fastest path to resolution.

Request Received

Employees can contact Dataprise through chat, phone, email, or the service portal.

Intelligent Assessment

DAVE gathers user, device, and environment information while categorizing and prioritizing the request.

Smart Resolution

Common issues are resolved instantly through built-in automation, while more complex requests are routed directly to the appropriate technical expert.

Expert Support

Dataprise engineers provide personalized assistance whenever judgment, troubleshooting, or consultation is needed.

Consistent Results

Every interaction is optimized to minimize downtime, improve productivity, and create a better employee experience.phone, email, or the service portal.

The Dataprise Difference
Faster and More Personalized Service

Faster Resolution Times
Built-in automation resolves routine issues in seconds while ensuring more complex incidents reach the right expert immediately.

Better User Experience
Employees receive support through the channel they prefer, with fewer handoffs, less waiting, and no repetitive explanations.

Consistent Service Quality
Automated workflows ensure common issues are resolved the same way every time using proven best practices.

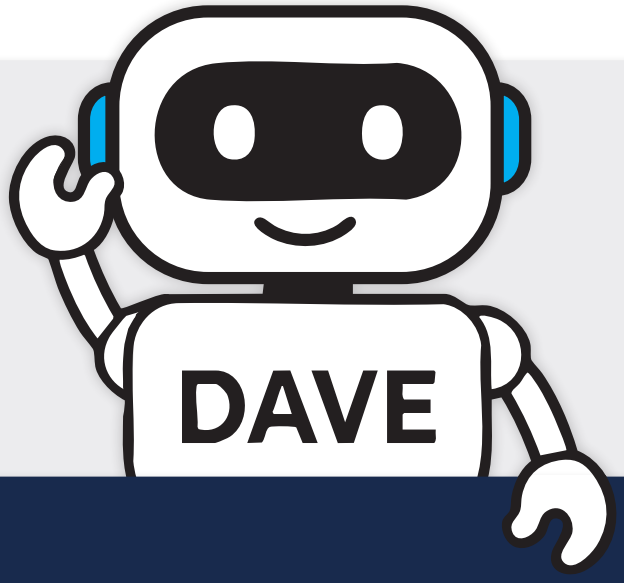
Human Expertise When It Matters
Experienced Dataprise engineers remain involved throughout the support process, providing oversight, guidance, and technical expertise whenever needed.

No Additional Complexity
Dataprise manages the automation, AI governance, continuous optimization, and technology behind the scenes—so your IT team doesn't have to.

Continuous Innovation
Our service experience continues to evolve through intelligent automation, experience analytics, and AI-driven workflow optimization that improve support over time.

More Than a Chatbot.
A Better IT Experience.

DAVE was built to make every interaction faster, smarter, and easier while keeping experienced engineers at the center of every service engagement. It's the perfect balance of automation and human expertise.





Experience the Difference

With over 30 years of managed IT leadership, thousands of successful IT transformations, and a relentless focus on customer experience, Dataprise delivers an IT service desk designed for today's modern workplace.