



Smart Support

Clear Governance

THE INTELLIGENT WORKPLACE FOR MASSMUTUAL

Improve advisor productivity, strengthen governance, simplify operations, and maximize the value of workplace technology.

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

WHAT THIS COULD LOOK LIKE FOR MASSMUTUAL

A more intelligent workplace brings support, security and operations together around one goal: keeping advisors productive and focused on their clients.

1

Give Advisors Their Time Back

Reduce routine technology friction with AI-powered support, intelligent self-service, and proactive issue resolution so advisors can stay focused on clients.

2

Build Trust Into the Digital Workplace

Embed Zero Trust security, endpoint management, governance-first AI, and human oversight into workplace operations while keeping the employee experience simple.

3

Create a More Proactive Workplace Experience

Use predictive DEX, endpoint intelligence, experience analytics, and automated remediation to identify and address more issues before they interrupt productivity.

4

Simplify Enterprise Operations

Connect employees, systems, workflows, and AI agents through one orchestration layer to reduce silos and create a more consistent support experience.

5

Maximize the Value of Workplace Technology

Connect workplace performance to employee experience, productivity, operational efficiency, and 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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