



Elevex strengthens support operations with Helpdesk 365

Elevex is a Quebec-based material handling company providing forklift sales, rentals, maintenance, parts, training, and fleet management solutions to businesses across the region. With support operations playing an important role in its day-to-day business, the organization requires an efficient way to manage and respond to support requests.

To support its service operations, Elevex selected Helpdesk 365 on the Enterprise plan. The organization actively uses AI capabilities, Power Automate workflows, and notification configurations as important parts of its support operations.

These capabilities help Elevex maintain a structured ticket management process while supporting automation and consistent communication throughout its support activities.



Customer: Elevex

Website: <https://elevex.ca/>

Customer size: 51-200 employees

Country: Canada

Industry: Machinery Manufacturing

Services: Material Handling & Industrial Equipment

AI-Powered Support

Enhanced Ticket Management

AI capabilities support Elevex's day-to-day helpdesk and ticket management processes.

Automated Workflows

Streamlined Support Operations

Power Automate workflows help automate support processes and reduce repetitive manual activities.

Configured Notifications

Consistent Communication

Notification configurations help keep users and support teams informed throughout the ticket management process.

Challenges

Managing support requests requires consistent processes to ensure tickets are handled efficiently and the right teams remain informed. For a business providing equipment, maintenance, and support services, maintaining visibility across incoming requests is an important part of day-to-day operations.

Elevex needed a helpdesk environment where AI capabilities, automated workflows, and notifications could work consistently together to support its ticket management processes.

Why Helpdesk 365 Was Selected

Elevex selected Helpdesk 365 on the **Enterprise plan** to support its day-to-day helpdesk operations and provide a structured environment for managing support tickets.

The organization's use of AI capabilities, Power Automate workflows, and configurable notifications provides flexibility to automate and manage different aspects of its support process.

Key Features in Use

Helpdesk 365 provides Elevex with a range of capabilities to support its ticket management operations.

Key features in use include:

- AI capabilities
- Power Automate workflows
- Configurable notifications
- Ticket management
- Automated support processes

These capabilities work together to support consistent ticket handling and help the support team manage day-to-day requests more efficiently.

Solution

Helpdesk 365 provides Elevex with a structured platform for managing support tickets and coordinating its support operations.

The organization uses AI capabilities as part of its ticket management processes, while Power Automate workflows help automate key support activities. Configured notifications also help ensure that relevant users and support teams receive timely updates throughout the ticket lifecycle.

Client Says

“Helpdesk 365 gives us the flexibility to use AI, automated workflows, and notifications together to support our day-to-day ticket management and support operations.”

— John Vourthis, Elevex

Key Benefits to Elevex

- AI capabilities integrated into day-to-day helpdesk operations.
- Automated workflows through Power Automate.
- Configurable notifications for consistent ticket communication.
- Structured ticket management for ongoing support operations.
- Enterprise-level helpdesk capabilities within the Microsoft 365 environment.

