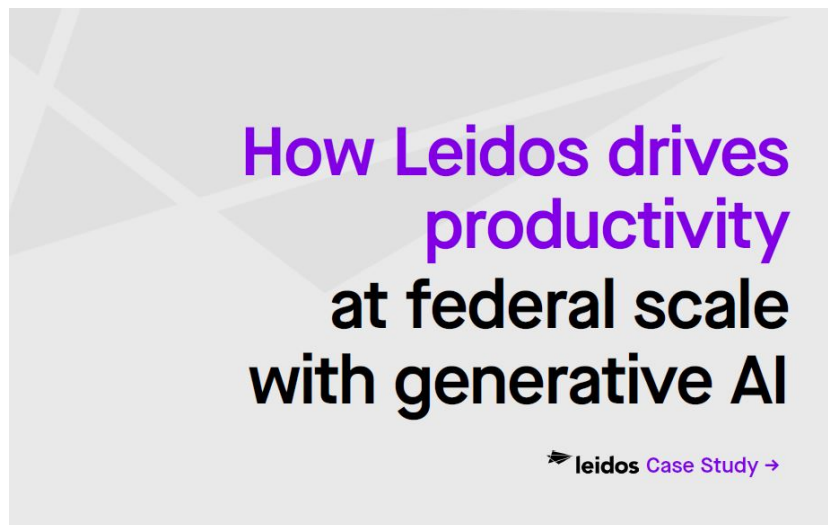




How Leidos drives productivity at federal scale with generative AI

Leidos Case Study





“At Leidos, we are committed to driving innovation that helps our employees and delivers exceptional service to our federal customers. Generative AI is a transformative force, and our partnership with Moveworks allows us to harness its potential at an enterprise scale.”

— Lexy Guenther, Operational CIO, Leidos

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 **leidos** Case Study →

Decrease in mean time to resolution with Moveworks

47hrs to 15mins

Leidos seeks to maintain agility at scale

Leidos is a Fortune 500® technology innovator rapidly addressing vexing global challenges in national security, health, and other critical sectors. With 47,000 employees worldwide, this leading federal solutions provider headquartered in Reston, Virginia reported \$15.4 billion in annual revenues for the fiscal year 2023.

As such, **Leidos' support operations are defined by scale and complexity.** With hundreds of mission-critical programs and a vast portfolio of enterprise applications, delivering an agile and supporting employee experience is a constant challenge for company leaders.

“At Leidos, we navigate an extraordinary level of complexity,” said Brian Hobbs, VP of Enterprise Applications. “Maintaining smooth operations at our scale is a monumental task. We’re not just aiming for seamless functionality but also striving for innovation to keep Leidos at the cutting edge. Our challenge is to navigate this complexity and help our people be productive.”

Finding an AI solution

Providing IT support across Leidos' enterprise presented immense challenges:

- 01 Maintaining a vast technology ecosystem of hundreds of applications
- 02 Adhering to stringent federal security and compliance standards
- 03 Enabling a global, multi-sector workforce's productivity

To address these obstacles, Leidos sought an enterprise-ready AI solution that could enhance support through advanced natural language capabilities, seamlessly and securely integrate with existing systems, automate routine tasks to drive efficiencies, and increase employee productivity and satisfaction.

With the rise of generative AI tools raising workforce expectations for consumer-grade experiences, Leidos prioritized a proven AI platform over building one themselves.

“We recognized that Moveworks has a proven success record in enterprise AI,” said Joe Cannon, Director of Intelligent Automation. “It was a clear match. We needed a solution that was already enterprise-ready and could scale with our needs.”

Clearly recognizing the value of partnering with an innovative AI provider to meet their complex needs, Leidos turned to Moveworks.

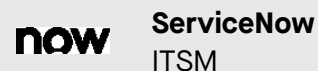
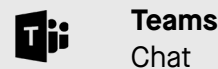
Challenges

- Supporting highly complex IT operations at massive enterprise scale
- Meeting stringent security and compliance demands as federal contractor

Results

- Deflected more than 3,000 routine IT issues every month with AI
- Boosted employee satisfaction with IT support by providing quick and accurate support

Key Integrations



Copilot

Iris



3k

Productivity hours saved every month

3.4k

Answers self-served with AI per month

35%

Of employees use AI to get support

Introducing Iris, an AI copilot powered by Moveworks

In October 2023, Leidos introduced Iris — an AI copilot powered by Moveworks' advanced enterprise platform.

What sets Iris apart is Moveworks' unique combination of generative AI, advanced natural language processing capabilities, and deep integrations with enterprise systems. This powerful trifecta allows Iris to securely handle Leidos' massive scale and complexity while adhering to federal standards.

From deployment, Iris exceeded expectations by resolving IT issues proactively through its conversational interface before reaching support staff. "The number of times Moveworks resolves issues before they become tickets is incredible," remarked Hobbs.

Moveworks' enterprise-grade architecture enables Iris to integrate securely with critical systems, querying knowledge bases and automating workflows.

Transforming the employee experience

At the core of Leidos' vision with Moveworks was delivering a seamless, conversational IT support experience to allow employees to stay productive.

With Iris, employees can simply describe their IT needs in natural language and receive tailored solutions without disrupting their workflow.

Since deploying Iris, Leidos has seen a marked increase in employee satisfaction with IT support. The user-friendly AI assistance has been a welcome change from traditional self-service channels.

"Before Moveworks, our IT support felt fragmented and impersonal," commented Hobbs. "But with Moveworks, it's like having a knowledgeable coworker you can just ask. It makes self-service so much easier."

Beyond improving support directly, Iris has driven greater adoption of Leidos' other IT investments by seamlessly guiding employees to resources within tools like Igloo and surfacing solutions directly in Microsoft Teams.

By transforming IT support into a conversational, self-service experience through Moveworks' AI, Leidos has enhanced productivity and employee sentiment across its enterprise.

The power of advanced language models

While consumer AI captured headlines, Moveworks has spent years pioneering AI tailored for the enterprise. This pioneering work gives Leidos a critical advantage with Iris.

At its core, Iris leverages the latest and greatest large language models (LLMs). But crucially, Moveworks enhances these LLMs, fine-tuning them to deeply understand Leidos' workplace terminology, processes, and IT environment.

"The natural language understanding is incredibly adept," said Cannon. "We see a consistently high rate of relevant, on-point responses from Iris."

As Leidos expands its use of Moveworks beyond IT to other teams, the enterprise-grade AI will be crucial for scaling intuitive self-service capabilities across more business functions. And as LLM capabilities evolve, Moveworks' expertise will keep empowering Leidos employees to do their best work.

Extending Iris' capabilities with low-code AI workflows

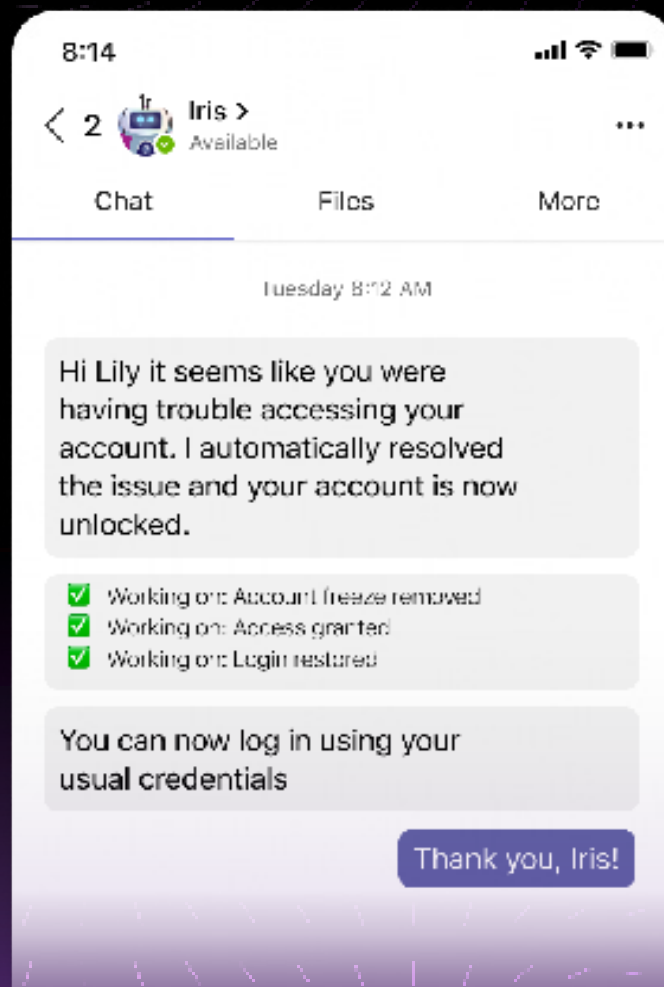
A key advantage of the Moveworks platform is its extensibility across Leidos' enterprise IT environment and applications. This extensibility is powered by Moveworks' low-code Creator Studio, which allows Leidos to rapidly build custom AI workflows extending Iris' functionality — without needing to be software developers.

"There's a lower barrier for us to reskill staff and leverage AI capabilities through the Creator Studio," said Cannon. "Rather than having to buy costly customized AI solutions, we can build tailored capabilities ourselves with low-code tools, which allows us to infuse AI across our organization pretty quickly."

Using Creator Studio, Leidos can connect Iris to new systems and applications, like Igloo. As a result, Iris is capable of initiating approval workflows or performing routine tasks — all within its chat-based interface.

This low-code extensibility enables Leidos to continually expand Iris' capabilities as the company rolls out new technology and processes over time. And critically, it ensures the AI copilot remains a flexible, go-to solution for employees.

Product Highlight



Addressing stringent federal security requirements

As a federal contractor, meeting the highest security protocols is non-negotiable for Leidos. Moveworks met this critical requirement through its enterprise-grade architecture designed for secure integrations and certified compliance with rigorous federal security protocols.

“Deploying Moveworks in our governed cloud allowed us to move forward securely,” explained Cannon. “Moveworks segregated Leidos data in a way so that we can still benefit from advanced AI without compromising security.”

Integrating Moveworks’ AI within Leidos’ secure cloud enabled access to conversational capabilities without exposing sensitive data, whether employees are at the HQ in Virginia or at an office in Australia.

“Moveworks’ approach gave us confidence to integrate across critical IT while upholding security for federal customers,” added Hobbs.

By providing an innovative yet compliant platform, Moveworks helped Leidos embrace AI-driven automation securely, maintaining its cybersecurity posture and regulatory adherence.

The expanding impact of enterprise AI

With Iris’ success transforming IT support, Leidos has an exciting roadmap to extend the AI copilot’s impact across more business functions using Moveworks. From proactive outage notifications to extending intuitive self-service across more business functions, Iris’ impact will only continue to grow.

“Once people can start asking Iris questions across the entire enterprise, we’ll gain tremendous momentum and adoption,” said Cannon.

That said, by partnering with Moveworks, Leidos has already realized tangible impacts:

- Improved employee satisfaction metrics for simplified IT support
- Increased self-service deflecting thousands of routine tasks
- Saved over 3,000 productivity hours every month

Moveworks’ powerful AI platform combines advanced language models, deep enterprise integration capabilities, and robust security — enabling Leidos to streamline operations at scale.

“We’re delivering frustration-free experiences that keep employees productive,” stated Hobbs. “As generative AI capabilities rapidly advance, our partnership with Moveworks will be crucial for continuing to lead in leveraging these powerful models to transform service delivery across Leidos and for our federal customers.”

“Looking ahead, generative AI will only continue to reshape how modern enterprises like Leidos deliver world-class service and support. We’re excited to double down on this transformative technology alongside an AI partner like Moveworks.”

— **Lexy Guenther**, Operational CIO, Leidos

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