acuvate®
…where *Acumen* drives *Innovation*

95% Acceleration in Response Time with Co-Pilot-Powered Transformation in the Energy Sector

INTRODUCTION

Our client, headquartered in Texas, is a prominent leader in delivering comprehensive services to the oil and gas industries. They play a vital role in addressing the sector's distinctive needs and challenges, striving to enhance operational efficiencies and sustainability through reliable and environmentally conscious solutions. With a global footprint in significant, enduring markets, their business segments span the full spectrum of the energy transition

THE CHALLENGE

A significant player in the Energy sector maintains an extensive repository of documents and information within its Service Desk, but the reliance on manual processes for query resolution has led to operational inefficiencies characterized by delays and inconsistencies.

- Critical information is dispersed across various platforms, such as books, leads to a decrease in employee awareness.

- Difficulty in discovering information results in decline in efficiency, hindering timely access to crucial data.

- Fragmented communication channels contribute to decrease in employee engagement.

In order to effectively address inquiries and enhance data security, the enterprise was looking to implement an Intelligent Information Discovery system.

Have A Question? Connect With Us Now

SOLUTION

In response to these challenges, Acuvate introduced an innovative solution—GPT Powered Employee Assist— a combination of Co-Pilot Studio, Power Automate and GPT 3.5. It revolutionized query handling and information discovery & retrieval within the organization. Powered by GPT technology, it seamlessly integrates Azure Search and generative AI responses, employing advanced prompt engineering and summarization techniques.

FEATURES

Unified Knowledge Base
Integrates Salesforce articles, SharePoint data (Word, PDF, PPT) into a centralized hub for comprehensive information.

Single Interface Access
Eliminates the need for multiple hubs or apps, providing a centralized resource access point. Ease of interface Access within the MS teams.

Seamless Search
Integration of Bing custom search for extended information access.

Enhanced Security Measures
This platform ensures that sensitive information is protected through secure authentication protocols and user permissions.

Book Your Consultation Now

TECHNOLOGIES USED

Co-pilot Studio	Sharepoint	Microsoft Azure search	Microsoft Power Automate	Microsoft Teams

RESULTS

75% boost in employee productivity.

95% improvement in response times.

Enhanced Data Security & Control.

About Acuvate

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers.