

Co-Pilot Studio Enhances Employee Productivity

in Consumer Services Industry

ABOUT CLIENT

A leading provider of commercial laundry services and air vending solutions, operates across the United States, Canada, and Europe, with over 1 million machines in service and revenues totaling \$702.9 million. With approximately 3,200 employees, the company identified communication challenges and the absence of an employee intranet portal.

THE CHALLENGE

The organization faced communication challenges due to the lack of a centralized intranet portal, leading to fragmented content and reduced efficiency. Over reliance on email caused information overload and slowing response times. Critical updates scattered across platforms impacted information conveyance, affecting employee awareness and engagement, ultimately diminishing satisfaction and participation in organizational initiatives.

■ Lack of Employee Management System

Absence of an Employee Management System resulted in a significant 25% drop in communication efficiency within the organization.

■ Reliance on Email for Information Sharing

Heavy reliance on email as the primary mode of information sharing led to a notable 15% decline in the accuracy of communication.

■ Information Scattered Across Channels

Dispersed information across various channels caused a substantial 20% delay in the delivery of updates, hampering timely communication and coordination.

Have A Question? Connect With Us Now

SOLUTION

Acuvate orchestrated a dual solution, introducing both Knowledge Management System and the Employee Chatbot to address communication challenges and propel productivity. That enabled employees to access Featured Content, News, and Announcements, enhancing communication and engagement.

Features



Centralized Knowledge Management System

Centralized platform for easy employee access to Featured Content, News, and Announcements, fostering a unified and user-friendly interface for enhanced information engagement.



Employee Chatbot Integration

Streamlined HR inquiries and FAQs through Microsoft Teams-integrated chatbot, reducing reliance on traditional support channels for more efficient communication.



Self-Service Features

Enable functionalities such as submitting IT support tickets, requesting leave, or accessing training materials directly through the chatbot interface.



Automated Workflows

Implemented automated workflows using Power Automate to streamline internal processes, such as onboarding/offboarding procedures, document approvals, or equipment requisitions.



Integration with Existing Systems

Integrate the chatbot with existing internal systems, such as HR databases or document repositories, to provide seamless access to relevant information.

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TECHNOLOGIES USED



SharePoint



Co-pilot Studio



Power Automate



Azure Function App



Open AI



Dataverse

OUTCOMES

3 FTEs Saved for the Organization

Automated tasks via Intranet Portal and Chatbot, saving three full-time roles and reducing operational costs.

Improved Employee Productivity by 75%

Automated tasks via Intranet Portal and Chatbot, saving three full-time roles and reducing operational costs.

Streamlined Sharing of Updates and Important Communication

Automated tasks via Intranet Portal and Chatbot, saving three full-time roles and reducing operational costs.

Enhanced Collaboration

The Intranet Portal and Employee Chatbot fostered enhanced collaboration, breaking down communication barriers and promoting a connected work environment.