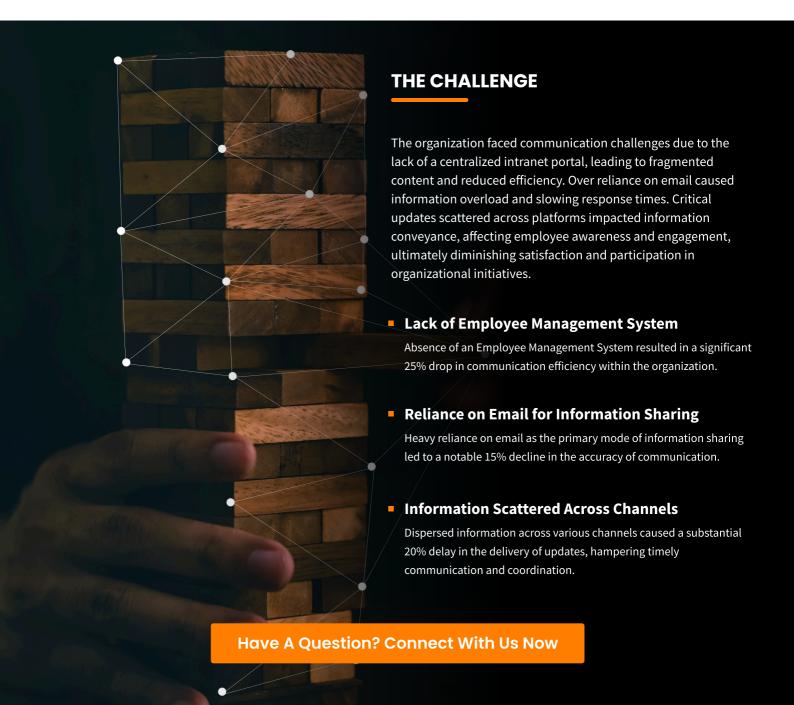


#### **ABOUT CLIENT**

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.



## 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.





# **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.

**Book Your Consultation Now** 

#### **TECHNOLOGIES USED**



SharePoint



Co-pilot Studio



**Power Automate** 



**Azure Function App** 





# **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.









