

# Empowering Workforces and Making Life Simpler

Multinational company-  
IT&HR Bot

## CLIENT OVERVIEW

A renowned multinational corporation with a diverse portfolio encompassing non-alcoholic beverages and food, recognized the need to simplify and elevate the daily experiences of its employees in the Asia-Pacific (APAC) and European Union (EU) regions. To achieve this goal, the company embarked on a transformative journey by introducing the "HR & IT Bot" – an advanced enterprise chatbot solution aimed at revolutionizing HR and IT support while providing a unified digital experience for a global workforce spanning nine languages.

## BUSINESS OBJECTIVES

### Simplify Complex Processes

The company aimed to streamline and simplify HR and IT processes that were often fragmented and laborious due to the use of various line-of-business applications across different regions.

### Effortless Interaction with Backend Systems

Bot was envisioned as the single entry point for employees to interact seamlessly with multiple backend systems, including SAP JAM, Service Now and SuccessFactors.

### Unified User Experience

The company sought to create a consistent and user-friendly experience for its employees, regardless of their geographic location or the languages they spoke.

### Enhanced Employee Engagement

The company aimed to enhance employee engagement and satisfaction by providing a platform that could efficiently cater to their HR and IT needs.

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# SOLUTION HIGHLIGHTS



## Integration with Key Systems

Bot integrates deeply with critical enterprise systems like SAP JAM, Service Now and SuccessFactors, serving as the central point for raising HR and IT-related tickets. This integration eliminates the need for employees to navigate disparate systems, enhancing efficiency.



## Microsoft Teams Accessibility

The solution leverages Microsoft Teams as the primary interface for employees to interact with Bot and the accompanying SharePoint-based front-end portal.



## Multi-lingual Support

Recognizing its global user base, Bot caters to queries and interactions in nine languages, ensuring inclusivity and accessibility for all employees.



## Scalability and Future Vision

While presently catering to HR and IT tasks, the solution's roadmap includes integration with additional backend systems like Coupa and SAP Concur. This vision aims to simplify activities such as end-to-end travel and expense management and provides quick access to payslips.



## OpenAI-Powered Chatbot

Bot employs GPT technology to provide a natural language interface for end-users. This enables employees to communicate with the bot in a conversational and user-friendly manner.

## TECHNOLOGIES EMPLOYED



### Azure Bot Service

The backbone of the chatbot's functionality



### Conversational Language Understanding (CLU)

Enhances the chatbot's ability to understand and respond to user queries.



### Azure Blob Storage

Facilitates data storage and retrieval.



### Azure App Service

Ensures seamless deployment and scalability.



### Microsoft Teams

The primary user interface for accessing Bot.



### Azure Open AI

Powers natural language processing capabilities.

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## BENEFITS AND IMPACT

### Unified Digital Experience

The Bot serves as the unified digital gateway for employees across regions and languages, simplifying their interactions with various systems.

### Operational Efficiency

Users can access information and complete tasks with ease, reducing the time and effort required for HR and IT-related activities.

### Enhanced Communication

The front-end portal keeps employees informed about organizational updates and the status of ongoing tasks, fostering improved communication and transparency.

### Future-Ready

The solution's scalability and adaptability ensure it can evolve to meet changing employee needs and integrate with additional backend systems.

### User-Centric Design

By employing OpenAI technology, the solution provides a user-friendly and conversational interface, making it highly accessible to all Employees.

## Conclusion

A CPG company implementation of the HR & IT Bot represents a significant milestone in its commitment to enhancing employee experience and simplifying HR and IT processes. By prioritizing user-centric design, multi-lingual support, and seamless integration with critical systems, it has successfully empowered its global workforce and set the stage for continued innovation in the realm of digital employee support. This case study serves as a testament to company dedication to creating a cohesive and efficient work environment that resonates with employees worldwide.



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