ADVANTAGE AZURE
AZ Data & AI

Employee Virtual Partner
Global CPG Conglomerate

HCL Digital & Analytics
by HCL Technologies

Customer Profile

Global **Retail and Consumer Goods Corporation**, founded in 1837 and headquartered at Cincinnati USA, with around US$ 85 billion of revenue having 100+ brands under its umbrella operating across 6 continents supported by 92K+ workforce across the geographies.

This organization is a recognized enterprise by all top analysts and financial houses. Forbes recognizes them by enlisting them in Most Reputable Companies in the world, Linked In calls it as fourth most in-demand employer, Magazines like Fortune and Chief Executive all recognizes them as top players in the market.

This organization is well known as pioneer in rolling new technology trends in the industry.

Business Scenario

- **Employee frustration** with Manual Help Desks and disintegrated BOTs

- **Huge Loss of Productivity** because of delay in Issue Resolution and Information Availability

- **High Dependencies** on People and Processes resulting barrier to productivity

- **Dependency on Technical Team** in rolling out even small items for Business

Key Challenges

- **Numerous Help Desks** for various purposes and departments leading to confusion and low adoption

- Phone calls often leading to **Long Waiting Time** and also **Longer Resolution Time**

- Various Departments like HR, IT, Admin, Facilities and Finance hosted their respective **BOT solutions on different technology** platforms like Microsoft, IBM, PypeStream etc., hence users needed to **access those systems separately and through different methodology**

- **No Cross-boundary integration** with different native applications often to produce a diverse dataset and **manual correlation** required to get consolidated information

- **Proactive intelligent and automated communication** from system was an ask as contingency measure for various regular issues

- **Dependency on Technical Team** even for simple changes resulted slow updates, poor training and eventually a lower accuracy level

Solution Summary

HCL has built a **Global Employee Platform** for World's one of the top Retail and FMCG Multinationals, **automating complex cross-boundary backend processes** through cognitive interface leveraging **conversational assistant interface** enabled with **natural language processing** capability.

Solution is built on HCL's IP **Advantage Azure Intelligent Assistant** leveraging its differentiating features to deliver the desired functionalities towards use cases across various departments.

Solution Details

- Single Point Access to all Departments through a centralized BOT connecting all child brains in a multi brain ecosystem uniquely offered by HCL's Omniverse Platform

- Supporting 20K+ employee set with 2000+ use cases across departments

- Power User driven web console to register, configure and provision BOTs / Brains / Orchestrations reducing dependency on technical team in BAU cycle

- Coexistence of Brains from various technologies executing intelligence in parallel

- Integrated with several backend system within customer data centre, third party vendor system or on cloud services using API Gateway model

- Inclusion of Personalization and Contextualization features

- Simplified semi automated Training towards high accuracy

- NFRs like multifactor authentication, caching, multi lingual included

HCL's Proprietary Intelligent Business Conversation Product **ADvantage Azure Intelligent Assistant** brings certain differentiating features on the table which is perfect fit as solution to this customer's problem statement and delivering values even beyond that.

Hence **ADvantage Azure Intelligent Assistant** was chosen as the solution base and required customization was done on top of that to bring the desired functionalities.

Sample View

Business Impact / Value Delivered
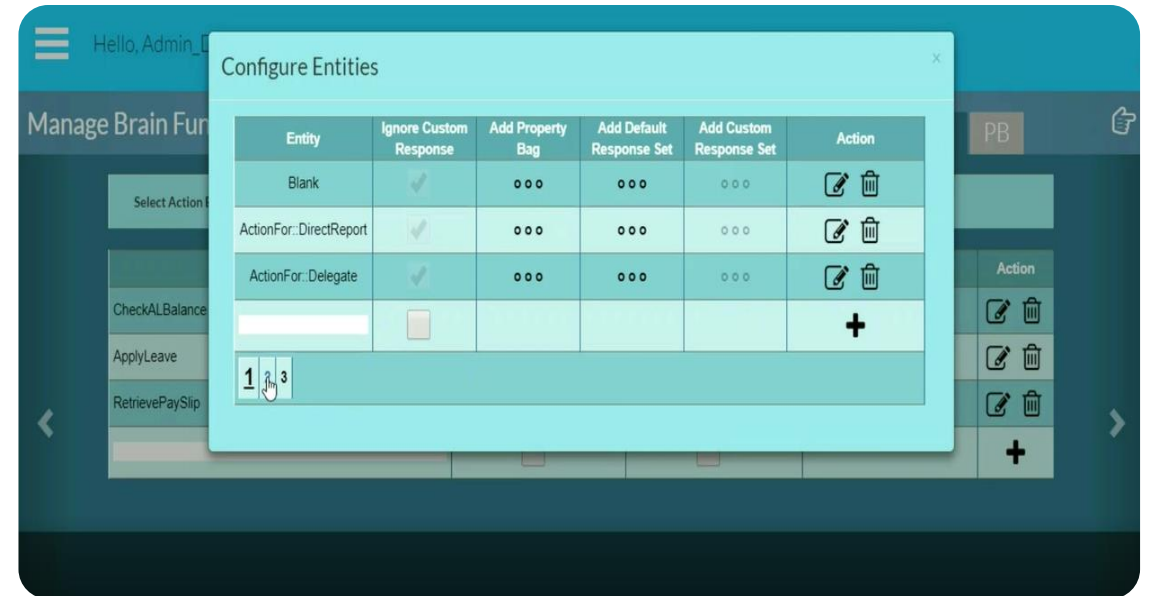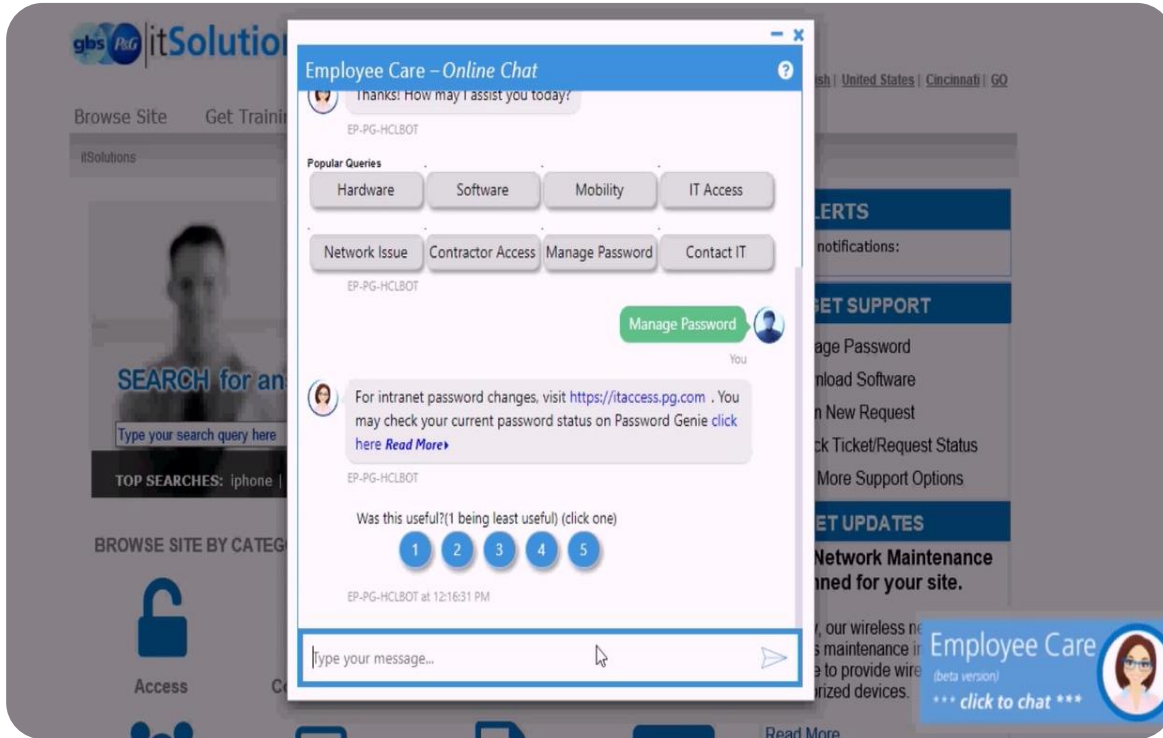
THE WALL STREET JOURNAL.

\### is working toward automating as much as 90% of claims investigations in the accounts-receivable division next year, and a bot named Lucy helps quickly answer questions from employees about technical issues and benefits, Mr. Polit says. Early tests this year show the bots are **increasing productivity in their areas by as much as 30%**, he says.

Source : https://www.wsj.com/amp/articles/technology-innovation-isnt-just-for-tech-companies-1512505931

Thank You