Experience with European Pharmaceutical Giant

Integrated AI-RPA-BPM Ecosystem for Partner Management System

Customer Profile

Customer is a **Multinational Healthcare Company** that operates worldwide under two divisions – pharmaceuticals and diagnostics. Headquartered at Basel, Switzerland with 94K+ employee base globally recording a market cap of US$ 209Bn+.

Problem Statement

- Business Processes are not integrated resulting a lot of Human Dependency

- Processes are slow and error prone due to huge workload on employees

- Overall Productivity becomes low due to slow processes and reduced workforce motivation

- Relationship with Vendors / Partners deteriorates because of lack of transparency and delayed operations

Implemented Solution

- Implemented a Solution having three components RPA, BPM and Conversation UI working hand in hand

- RPA Process initiation based on Natural Language Commands given via conversational interfaces

- Query and Transactions on BPM backend directly from conversational UI based on user's privilege and access level

- Generic FAQ responses and Standard Dashboard display within Intelligent Chat interface itself

- HCL's IP ADvantage Azure Intelligent Assistant was used as AI Provider on top of Azure AI Platform along with UIPath as RPA Platform and PEGA as BPM Platform

Value Delivery

- Enormous scale with undefined concurrency during peak period

- High Accuracy based on self-learning

- High degree of Automation