

Multi-Billion \$ Utility Company Uses Azure AI and Contextual Assistants to Manage and Deliver Content Services to Their Dispersed Workforce



Challenge:

The client needed to host several applications to support employee communications and enable collaboration. Their employee experience comprised of several isolated systems that were using SharePoint On-premise 2013 with Nintex Forms & workflow, which impacted productivity and made it difficult to find accurate information. The client needed an integrated platform with the primary goals of:

- Providing an intuitive interface for field workers to access technical work procedures and practices easily
- Enhancing findability of content and eliminating the need for employees to learn multiple systems
- Increasing the adoption and usage of the intranet system to increase collaboration and knowledge sharing



Solution:

The client identified the need to migrate their SharePoint environment and content to M365/O365 while also enhancing the employee experience to enable quick access to enterprise knowledge with a Chatbot solution. As a result of the successful migration and Chatbot POC, they selected Azure and Neudesic for the development of their Chatbot 'Eddy'. The chatbot:

- Accelerates information discovery and content velocity
- Was built using multi-turn conversation and metadata capabilities which integrates with Azure Graph API to provide persona-based responses.
- Drives adoption of the intranet for services like Onboarding, Travel Expenses, Work Incidents, Time Off, Reporting Compliance and Ethics etc.



Expected Outcomes:

Eddy supports multiple employee functions like HR, IT, Supply Chain, Benefits, Facilities and Training and drives adoption of the intranet for services like Onboarding, Travel Expenses, Work Incidents, Time Off, Reporting Compliance and Ethics. The client saw immediate business value including:

- 200% increase in intranet usage within first 6 months of Eddy's release and 75% increase in employee satisfaction in a recent survey
- Disseminating information during the coronavirus crisis using Eddy helped them enable their workforce to quickly adapt remote working
- Became a reference within Client for driving automation using Azure and its cognitive services to innovate and modernize legacy applications



TECHNOLOGIES IN FOCUS

Azure Migrate	Microsoft Teams
O365	Cosmos DB
SharePoint Online	QnAMaker
Azure Bot Services	Azure Graph API
LUIS	Azure Cognitive Services



CLIENT QUICK STATS

Industry: Energy & Utilities
Organization Size: 12,000 Employees
Annual Revenue: \$7.7 Billion

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