

Transforming HR Operations with an AI-Powered Employee Assistant



CUSTOMER SUCCESS STORY

ABOUT THE CLIENT:

A prominent player in the **oil and gas** sector, and as a **Fortune Global 500** company, it operates at the forefront of India's economy. With a rich history dating back to its establishment in **1959**, the company boasts a vast presence across the nation and beyond.



INDUSTRY:
PUBLIC SECTOR

BUSINESS CHALLENGES



Managing the influx of HR inquiries from a large and diverse workforce, leading productivity bottlenecks.

01



Manual handling of HR queries resulted in delays and inconsistencies.

02



The need to modernize HR operations to align with industry best practices and drive digital transformation.

03

TECHNOLOGIES USED

01



**AZURE CLOUD
(END-TO-END)**

02



**AZURE BOT
SERVICES**

SOLUTIONS OFFERED:



Leveraging Azure Cloud's robust infrastructure, an advanced solution - Xera Chatbot was deployed, utilizing Azure's native services including Azure Language Services, Bot Services, and other AI services.

01



Engineered as an HR Chatbot, Xera employs advanced natural language processing (NLP) algorithms to effectively address user inquiries spanning from leave requests to salary-related queries.

02



Seamlessly integrated with the client's portal, Xera provides a unified interface for employees to securely log in and interact with the chatbot.

03



Implementing industry-leading practices, 24/7 monitoring and support mechanisms were established to ensure continuous operation and immediate resolution of any potential issues, guaranteeing uninterrupted service delivery.

04

BUSINESS IMPACT:



Improved operational efficiency by streamlining HR tasks through Xera Chatbot, allowing HR staff to focus on strategic initiatives.

01



Enhanced employee experience through faster response times and easy access to HR support, boosting satisfaction and productivity.

02



Achieved cost savings by automating routine HR queries and adopting cloud solutions, reducing manual efforts and optimizing resources.

03



Ensured scalability and resilience with Azure Cloud, handling high demand effortlessly and maintaining 24/7 service continuity.

04