World's leading electric car manufacturer harnesses the power of Chatbot to reshape their finance function

Customer

The customer is a large electric car company that designs, manufactures, and sells electric vehicles, electric vehicle powertrain components, and stationary energy storage systems in the US, China, Norway, and internationally.

Business Challenge

The company had over 10,000+ suppliers spread across the globe. The finance team of the company handles queries from these suppliers related to payments and purchase orders. As the company started out growing, the accounts payable team started spending majority of their time in answering the queries by suppliers leading to operational inefficiencies & expenses, poor supplier relationship, and more extended query time management.

Suppliers expect an intuitive and seamless experience. When an organization fails to engage their suppliers properly, they run a risk of inefficient supply operations and high processing cost.

The company was looking to build a solution to automate the process to optimize resource utilization and improve supplier relationships.

A leading electric car manufacturer which is already using next-gen technologies wanted to harness the power of **Chatbot driven Artificial Intelligence and Cognitive services** to replace FAQs which will be managed by finance/human agents.

WinWire Solution

WinWire Technologies, a member of Microsoft's AI Inner Circle program, has been working with several larger enterprises to develop **Artificial Intelligence (AI) and Interactive Voice (IV)** technologies that automate voice and chat interactions to speed up internal business communication and improve customer experience.

WinWire team worked with the customer to develop a Chatbot powered by **Azure AI** to reshape their accounts & payable function. WinWire developed a Bot User Interface and Intelligent Bot Service to handle queries related to Payments & Purchase Orders (POs). WinWire leveraged API services of **ServiceNow, Account Payables and Language Understanding Intelligent Service (LUIS)** to create smart, intelligent chatbot. The bot uses communication channels such as **email and Skype** to respond to over 10,000+ Supplier queries. The Bot also **hands-off the conversation** to a human agent and ensure that the end user experiences a smooth transition. The Bot can also be integrated to **automate PO approval process**.

Azure AI meets a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP and SOC Rigorous third-party audits.

The Business Value

- Increased business revenue
- Improved supplier-buyer relationship
- Reduced Operational Cost