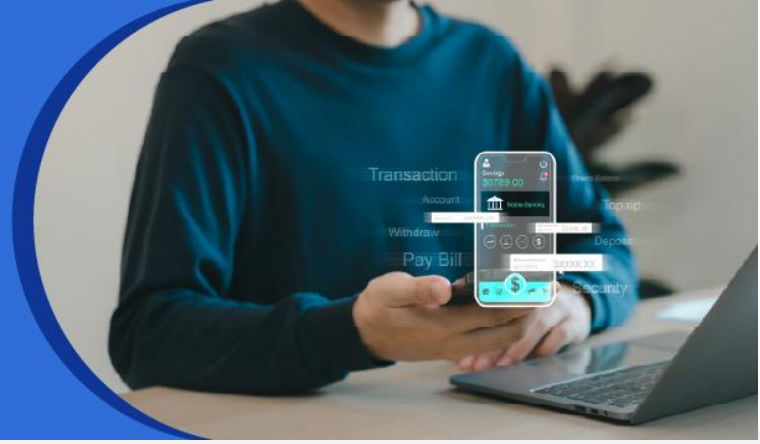# Global FinTech Leader Enables Human–AI Collaboration for a Next-Generation Agentic Workforce Using Azure AI and Copilot Studio

Customer

A global online payment platform that allows individuals and businesses to send and receive money electronically.

Business Challenge

Employees felt trapped by disconnected platforms—Confluence. ServiceNow. Workday. Salesforce. SharePoint. They juggled multiple logins daily, searched endlessly for data, and waited on IT support. It was exhausting and stole focus from the real work that drove the business forward. Inefficiencies multiplied, productivity dropped, and overall performance suffered.

Everyone knew something had to change—fast. They were dealing with challenges such as:

- **Scattered Workflows:** Productivity took a hit each time employees jumped between Confluence, ServiceNow, and Workday, losing valuable minutes along the way.
- **Time-Consuming and Inefficient Navigation:** Employees wasted hours juggling multiple logins and separate searches, pulling them away from strategic tasks and hurting their focus.
- **Data Siloes everywhere:** Information trapped in different systems was making teamwork complicated.
- **Inconsistent Experiences**: Each application's different design created unnecessary confusion, impacting employee satisfaction and the perception of company effectiveness.
- **Lack of Integration:** Siloed information was making it difficult to access relevant data quickly.
- **Limited Self-Service Capability:** Even simple tasks required reaching out to HR or IT—slowing things down and frustrating everyone.

WinWire Solution - The Employee SuperApp

That's where WinWire stepped in. We didn't add another tool to the mix—we simplified everything with a single, smart SuperApp.

Built using Copilot Studio, Power Platform, and Azure AI, the app brings together all the essentials: Confluence, ServiceNow (SNOW), Workday, Salesforce, and SharePoint.

No more jumping from system to system. Just one clean interface where employees can find what they need, ask questions, log a ticket, or check company policies—without breaking their flow.

What made this solution stand out was its ability to go beyond basic chatbot functionality. The SuperApp leveraged Copilot Studio and Azure OpenAI to support natural language queries, multi-turn conversations, and direct task execution—all within one unified interface.

Employees can now submit HR requests, create IT tickets, apply for leave, and retrieve documents—all through a conversational layer that understands context and intent.

It's not just easier. It's faster, smarter, and enjoyable to use. And today, 25,000 employees rely on it to get work done without the daily grind of navigating disconnected systems.

Key Features & Capabilities of Super App

- Centralized Enterprise Access
- Intuitive & Interactive Dashboards
- Smart, Powerful Search and Data Retrieval
- Effortless Ticketing & Automation
- Self-Service & AI Chatbot Integration (Copilot Studio)
- Integrated Power Platform & Azure AI
- Enhanced PCF Controls for custom user experiences
- Real-time system integration with Workday, ServiceNow.

Business Value

- **User-Centric Experience at Scale:** A unified, conversational interface streamlined tasks across 25,000+ employees, improving satisfaction, reducing friction, and making every day work more intuitive.
- **Faster, Smarter Decisions:** AI-powered, multi-turn conversations surfaced contextual, task-specific insights—enabling employees to act quickly without toggling between systems.
- **Maximized Platform ROI:** What was once an underutilized Power Platform investment is now a scalable, enterprise-grade solution delivering real productivity and performance gains.