



E2open Manages Growth Using Virtual Assistants

THE CHALLENGE

E2open, a leading global provider of cloud-based software for supply chains, was acquired by a private equity firm in 2015 and began a fast-growth strategy through acquisitions. Over the past few years, the company has completed numerous acquisitions, expanded into new geographic areas and has more than tripled its headcount to over 2,500 employees.

The E2open team was faced with a challenge of onboarding these new employees smoothly, when hundreds of people were transitioning at once. Since HR and IT did not add additional resources to their teams to support acquisitions, these teams needed to streamline operations, workflows and processes, so that communications and support to new employees' needs would be met.



"E2open launched MeBeBot in the fall of 2018, during a period of rapid acquisitions. Over the past few years, MeBeBot has been answering an average of 300-500 questions per month from employees for HR and IT. When you assign time value to answering those questions, this can come to a value of 2-4-5 days of time a month. And that is a cost savings of thousands of dollars per month...delivering 3 to 4 times the return on the software investment."

- DEBBIE SMITH,
EVP OF HUMAN RESOURCES
AT E2OPEN, LLC.

MEBEBOT'S SOLUTION

E2open desired a holistic on-boarding and support strategy, including tools that could provide additional impact quickly. The team selected MeBeBot's artificial intelligence-driven Intelligent Assistant to provide employees with instant answers to personal and company information without relying more heavily on the stretched HR and IT teams.

E2open leveraged the MeBeBot knowledge base of FAQs to jumpstart the process on implementing the solution. Over time, they added new custom questions and answers and utilized the usage data and analytics about the types of questions asked to improve their future acquisition processes. The team chose to integrate the bot to Microsoft Teams and embedded a web chat within their company SharePoint Intranet.



MeBeBot
Your Intelligent Assistant



E2OPEN®

CASE STUDY

MEBEBOT'S SOLUTION (CONT.)

The MeBeBot and E2open teams devised an innovative launch plan, including introducing MeBeBot to the business as their newest HR team member. The HR and IT teams sent out company emails, announced MeBeBot at the company all hands meetings and posted flyers in the offices, including details on how MeBeBot could help them day-to-day.

"Our IT Helpdesk supports over 2,300 employees globally, yet our support team cannot work around the clock. With MeBeBot's Intelligent Assistant, our employees can get their IT questions answered from Teams or a web chat in SharePoint, 24/7, from mobile or computer devices." -Vlad Temnov, AVP of IT at E2open

THE RESULTS

The E2open HR and IT team began to quickly feel MeBeBot's impact, primarily in the sheer volume of questions that the chatbot was fielding. In the first three months, the number of questions that the HR team needed to directly address dropped by 75%. This allowed them to focus on strategic priorities including implementing a new Total Rewards process and system as well as global recruiting efforts. As an innovation partner to E2open, MeBeBot is exploring other use cases, including career development and integrations to agile training and potentially pulse surveys.

The IT team was a key partner in launching MeBeBot. As HR began to see the value, the IT team took notice and expanded the knowledge base to include IT questions and answers.

MeBeBot now assists with hundreds of Tier 1 level IT helpdesk questions. MeBeBot reduced the number of tickets to IT by 25% in the first two months of launching the solution and answers the number of questions typically handled by two live IT help desk agents. By automating their employee answers to questions, E2open has successfully scaled during their acquisition phase and is now poised for future growth.

We'd love to hear from you. Contact us today to learn more about how you and your organization can benefit from MeBeBot's solutions.

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