



THE CHALLENGE

Epicor Software Corporation, a global provider of industry-specific software to promote business growth, has over 4,400 employees in 30 countries across the globe with corporate headquarters in Austin, Texas. To support recent growth and a dispersed workforce, the HR and IT team created a “People-First” digital initiative, as part of their overall employee experience initiatives, by creating efficiencies and removing the friction from employees’ everyday experiences.

Epicor desired a solution that leveraged automation and provided 24/7 support, yet keeps employees at the center of their value proposition. Their goal was to empower employees with more high quality self-service tools and access to information to provide them opportunities to succeed. Epicor wanted a more innovative and cost-effective solution than traditional call centers and inefficient HR group email boxes, as instant communications and answers to their HR and IT questions were a top priority.

OUR SOLUTION

The Epicor HR and IT team selected MeBeBot’s AI-driven Intelligent Assistant, an innovative solution to connect employees quickly and easily with instant answers to their HR and IT questions, without sending individual emails or creating additional help desk tickets.

Epicor leveraged the MeBeBot knowledge base of hundreds of curated HR, IT and Ops questions and answers and updated their own content to personalize their Intelligent Assistant in under two weeks. Within days, MeBeBot’s team provided a seamless integration of MeBeBot’s Intelligent Assistant to the Microsoft Teams’ toolbar as well as embedding a web chat interface within Epicor’s Intranet home page. In under two months, the entire solution was launched to all employees across the globe.

“MeBeBot’s Intelligent Assistant is available both online and mobile 24/7 for our employees, and is expected to assist with at least 80% of the most common questions our team receives,” said Debra Ingram, Senior Director of HR Technology and Operations at Epicor. “Unlike costly call centers, which can create response delays for employees, MeBeBot’s Intelligent Assistant provides answers instantly. This improves productivity and saves time so we can stay focused on helping our customers. Even better, it’s easy to use, and the HR and IT teams can update answers in real time using the Admin Portal.”



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**DEBRA INGRAM,
SR. DIRECTOR HR
TECHNOLOGY & OPERATIONS**



OUR SOLUTION (CONT.)

With the timing of the project coinciding with the unfolding COVID-19 pandemic, Epicor was also able to utilize the ease of configuration of the tool to direct and address many inquiries related to this global crisis. The team introduced a variety of new and custom questions and answers, so that real time updates on office closures and remote work policies could be conveyed quickly and consistently. And, by adding the “health tip of the week” and “productivity tip of the week,” Epicor’s desire to communicate the importance of the health and well-being of their employees could be shared.

“Communicating with employees and ensuring they have the tools they need to manage their health and well-being has never been more important than during these uncertain times,” said Jignasha Grooms, Epicor Chief Human Resources Officer. “I’m proud that the Epicor HR team realized early on the importance of using innovative technology to help drive operational efficiency and empower employees in unique ways, which made handling these trying times easier.”

Epicor agreed to be an innovation partner to enhance current and future development of the MeBeBot solution. Epicor and MeBeBot devised an employee adoption launch plan, including a video introduction to “how it works,” Yammer updates and pinning the chatbot in the Teams workspace (as an app on the toolbar). Epicor’s internal marketing communications team plans to continue to raise awareness and sustain usage of the bot over time through promotions, and HR and IT have updated their business processes to include MeBeBot as part of workflows.

“With MeBeBot in Teams, employees at all levels access specific answers in real time and don’t have to wait for an email response, which can take up to 24 hours,” says Stephanie Lazanich, Sr. Human Resources Business Partner. “HR is committed to assisting our employees with day-to-day questions, but MeBeBot allows for quicker responses. It even makes it easier for the HR Business Partners when we need to clarify a policy or process.”

THE RESULTS

Hundreds Of Questions Fielded In Just The First Week.

The Epicor HR and IT teams began to quickly feel the impact of the Intelligent Assistant, as hundreds of HR, IT and Ops questions were submitted (from across the globe) in the first week and were answered with 85% degree of accuracy. MeBeBot continually monitors the questions and answers daily and fine-tuning and supervised training is performed to improve accuracy. As an innovation partner, Epicor is continuing to provide ongoing feedback as to the metrics and results to display on the dashboard, so that the return on investment can be widely communicated and ongoing value is realized.

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.