



CASE STUDY

THE CHALLENGE

International Game Technology (IGT) delivers entertaining and responsible gaming experiences for players across all channels and regulated segments, from Lotteries and Gaming Machines to Sports Betting and Digital. Their People & Transformation team (P&T) supports their approximately 10,500 global employees with a centralized human resources services center. For years, they have been manually responding to submitted tickets/cases for HR, Benefits and Payroll questions their employees may have during normal business hours.

Digital transformation initiatives were underway across IGT, to streamline business processes and to create efficiencies, while saving time and reducing operational expenses. The overall goal is to provide exceptional products and services with a modernized approach by improving productivity. The P&T team sought out a new approach to transforming their current employee services, to provide real time self-service support, 24/7 from both mobile and computer devices.

OUR SOLUTION

MeBeBot's Intelligent Assistant was launched to approximately 10,500 employees across the globe in under six weeks. The P&T team simply edited the curated library of hundreds of HR, Payroll and Benefits questions and added, DEI, IT, Facilities, and other general business questions with specific answers that matched their business policies and programs. By using roles-based permissions, various subject matter experts updated their answers, and they tested the results against the common questions they receive from employees.

"MeBeBot's knowledge base of questions and suggested answers aligned well with the common needs of IGT employees' FAQs in over 30 countries across the globe. The P&T team was able to update the content without any technical help, and we were able to ensure that employees in each specific country receive answers that fit their needs." said Kristina Juskaite, Director, Data and Digital Services.

Employees receive instant answers to their questions, anytime from anywhere across the globe, using MeBeBot's AI chatbot, installed in Microsoft Teams. MeBeBot's successful launch demonstrated that digital transformation initiatives are successful in reducing operational costs and providing greater efficiencies, while ensuring that IGT employees are productive. MeBeBot also frees up valuable time for the Global P&T Team, so they can focus on more strategic and valuable work that helps support IGT's growth strategy.



"IGT's People & Transformation (P&T) Team supports our global employees so that they can be successful in their roles and their lives, as its core to our values and culture.

MeBeBot's Intelligent Assistant is part of IGT's P&T Digital Transformation strategic initiatives and allows us to provide 24/7 support to our team members' common HR, IT, Payroll, Benefits and Facilities questions and needs."

**- Cindy Hartman,
Senior Director, Global People Services**



OUR SOLUTION (CONT.)

The P&T team's vision to further enhance digital transformation of global employee support includes escalation to a "Live Chat" feature within IGT's current communications technology platform. When an employee asks a question to MeBeBot, not only do they receive an automated answer to their question, but they can choose to be connected to a Global Support team member, specific to their location and language spoken for immediate resolution of their issue. To integrate to live chat, the P&T team simply updated the bot reaction feature to include the internal web-based link, to launch the live chat functionality.

"Using MeBeBot, we can provide employees with automated answers to their questions, to start their self-service digital support process. Global employees are now supported consistently with 24/7 self-service access to answers for over 80% of their HR, IT and Facilities questions," said Richard Irving, Head of Global Services at IGT. "With MeBeBot, it frees up time for HR, Facilities and IT, so that our team can focus on other strategic tasks that allow us to hire and develop our employees."

MeBeBot and IGT have partnered together to drive adoption and usage, by utilizing various internal communications resources, incorporating MeBeBot promotional videos within the company intranet and creating flyers for the physical workplaces. Change management processes also include gaining internal support from the business to promote MeBeBot, as overall workplace productivity is a key focus.

"In five minutes, we installed MeBeBot in Microsoft Teams, so IGT employees have a quick way to ask HR, Benefits, Payroll, Facilities, and IT questions, within our collaboration solution. The P&T partnered together to assist our employees with exceptional service, as self-service employee support starts with MeBeBot. With the launch of live chat, employees can request to chat with one of our global P&T team members, so we can resolve issues immediately, reducing manual case or help desk tickets." - Cindy Hartman, Head of Global HR Services

THE RESULTS

Drive digital and business transformation changes using MeBeBot for self-service support.

The adoption of MeBeBot has allowed IGT to build upon the opportunities for self-service. Upon implementation, over 770 questions were enabled across 30 countries and more than 2,400 questions were answered in the first month. The P&T team has easily updated answers to policies, procedures, and program. Using the feedback functionality of the solution, the MeBeBot Customer Success team has been instrumental with the training the AI Chatbot for 90%+ accuracy of answers and overall employee and P&T team satisfaction.

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.