

CASE STUDY

**Transform
E-business
Suite Supplier
Experience with
LTIMindtree
Oracle Digital
Assistant**



Client

SRF is a chemicals-focused multi-business entity engaged in manufacturing industrial and specialty intermediates. The company has 13 manufacturing plants across three geographies and exports its products to more than 75 countries.



Objective



Improve the support window by ensuring 24*7 BOT availability.



Leverage BOTs to provide a competitive edge when used by external suppliers.



Establish a channel for information assimilation for users with no/limited training requirements.



Add value to the decision-making process by providing a mechanism to handle ad-hoc queries quickly.



Improve satisfaction of various stakeholders by providing up-to-date information from ERP without manual intervention.



To leverage BOTs to improve the productivity of the lean Shared Service Centre team, handling queries from different stakeholders across the globe on supplier and AP processes. The target was to reduce the query load to take on other activities.

LTIMindtree Solution

LTIMindtree built a digital assistant integrated with Oracle E-business suite supplier module to cater to 24*7 support activities for supplier queries. It was built with information based on known queries raised by various departments on supplier payments, unpaid bills, payment status, overdues, and so on.

This assistant was made available on the customer's existing communication channel (MS Teams) for easy access. The solution is integrated in real-time with Oracle e-business suite's supplier module and provides persona-based access to information to its users. This bot is available in various languages, thus addressing users' needs in multiple geographies.

Business Benefits Delivered



Reduced average wait time for supplier-related queries



Enabled faster and more accurate information to suppliers



Improved overall efficiency and productivity of support teams



Ensured a higher degree of support availability



Improved user experience significantly

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit www.ltimindtree.com.