

Global Fortune 50 Organization Achieves 83% CSAT by Automating Employee Experience

Industry

Food and Beverage

Automation:

Intelligent Employee Assistant:
Employee-facing IT service desk
for onboarding, answering
common questions, and
automating HR team tasks.

Goals:

1. Achieving 80% hyperautomation of shared services.
2. Improving the employee experience through internal support.

OUTCOMES:

- 83% CSAT (Customer Satisfaction Score)
- Reduced onboarding task completion from 6 weeks to 1 week
- ~80% containment rate
- Reduced inbound calls by 35%
- Reduced cost to serve by 40%.

OVERVIEW

A leading US-based consumer goods company was facing the challenge of managing a workforce of nearly 200,000 employees. Seeking to achieve hyperautomation across internal systems, they partnered with OneReach.ai to automate their internal Employee IT Help Desk.

The organization struggled to streamline its employee-facing IT service desk. Common issues, such as password resets and device upgrade eligibility, were handled inefficiently, overburdening contact center agents and reducing overall productivity.

With a goal of achieving 80% hyperautomation, the organization worked with OneReach.ai to develop and deploy advanced Intelligent Digital Workers (IDWs), which as Agentic AI-powered digital colleagues.

The implementation focused on hyperautomating shared services, reducing the workload of contact center agents, increasing productivity, and boosting CSAT score.

CHALLENGES

- Large, global workforce of ~200K employees
- Dozens of monotonous internal processes for managing the employee service desk
- Complexities of navigating multiple languages and regions
- Management of multiple brands and languages, with dozens of use cases (internal and external) across diverse tech stacks
- Disparate IT systems and challenges with data consistency and accuracy.

SOLUTION

Together, we assembled a team of cross-functional experts dedicated to deploying Intelligent Digital Workers. OneReach.ai developed IDWs to handle everyday inquiries while continuously adapting and expanding their capabilities to provide support across multiple channels, departments, and geographies.

We implemented an Intelligent Employee Assistant to support ~200K employees globally with tasks such as:

- Answering common questions
- Providing onboarding support
- Resetting passwords across dozens of systems
- Offering service desk assistance
- Handling device service requests and upgrade eligibility.

RESULTS

1 week

onboarding (reduced from 6 weeks)

Faster

ticket resolution times

35%

fewer inbound calls

40%

reduction in cost to serve