Acuvate uses Power Virtual Agents to accelerate delivery of bot solutions

Adoption of Power Platform expands chatbot practice

Acuvate is a long-time Microsoft partner with a global practice focused on delivering leading digital transformation services and consulting for organizations of all sizes. With expertise in Azure data and artificial intelligence, it is not surprising that when Microsoft launched Power Platform, Acuvate quickly saw the opportunity to drive new innovation for its customers with this versatile toolkit. "We are always a first mover on any Microsoft technology advancements," said Abhishek Shanbagh, Practice Head AI & Automation at Acuvate. "Early engagement with Power Platform yielded very encouraging results, and we saw that with these technologies, the possibilities are endless."

Acuvate gained early traction with chatbots, developing its Microsoft co-sell-ready solution accelerator called BotCore on the Azure Bot Framework and leveraging the LUIS natural-language processing model. Chatbots resonated well with Acuvate's customers, quickly resolving common internal pain points, such as IT help desk, HR policies and procedures, procurement, and providing fast time to value. When Power Virtual Agents was released, the partner was able to level-up its chatbot business, incorporating Power Virtual Agents into BotCore to support chatbots that create employee experiences on Microsoft Teams. Today, 40% of Acuvate's business is focused on chatbot development and Power Platform.

About Acuvate
Acuvate is a next-generation digital solutions and services provider that helps customers modernize, automate, and transform enterprise applications. For nearly a decade and a half, Acuvate has been enabling its clients globally to steer their digital transformation strategy with AI and ML accelerators.

Highlighted Practice
Power Virtual Agents, Power Automate

Industries
Consumer Packaged Goods, Financial Services, Healthcare, Manufacturing, Oil & Gas, Public Sector, Retail

Headquarters
United Kingdom

Microsoft partner since
2006

Key customer outcomes
- Increased operational efficiency and productivity of HR staff
- Reduced time to find information on employee benefits, policies, and procedures
- Improved employee experience

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> **Abhishek Shanbagh**
> **Practice Head AI & Automation**
> **Acuvate**

"Power Platform templates help us accelerate roll-out of our chatbot solutions, meaning we are able to help customers solve their business challenges faster," said Shanbagh. "Our customers utilize Azure services extensively, and Power Platform is a natural addition. We are seeing strong interest from both existing and new customers for building on Power Platform."

Chatbots streamline internal and customer-facing processes

Interest in chatbots has grown significantly over the past two years, as companies look for ways to increase the productivity of their employees—especially the increased number of remote workers—by replacing mundane tasks with chatbots. "A bot can really pitch in and do most of the work for scenarios like password resets, troubleshooting, or accessing HR benefits," said Shanbagh.

Helping employees find HR information was exactly the problem that Neptune Energy was trying to solve with help from its Microsoft services partner. With more than 1,500 employees worldwide, this independent oil and gas exploration and production company wanted an employee assistant that could provide information on HR topics like terms and conditions, rewards and benefits, policies and procedures, and offshore employee guidance. Acuvate was able to develop and launch the HR Handbook Bot for Neptune's Employee Digital Experience Platform in just two weeks. Built with Power Virtual Agents and Power Automate and integrated with Teams, the bot searches for relevant information across more than 100 topics within the handbook knowledge base to give employees quick responses to their HR-related questions. "We see a lot of potential for this technology and are looking at ways to expand its capabilities to provide more self-service functionality to our workforce worldwide," said Nils Ivar Sørensen, Director of IT Solutions and Services at Neptune Energy.

While much of the interest in chatbots is internally focused, Acuvate has seen a sharp uptick in the number of clients looking to apply this functionality to customer-facing experiences. Companies in the CPG and retail industries, for example, are looking to chatbots as a way to provide better engagement around specific products. "Bots can deliver custom advice for using particular products or services," said Shanbagh. "The trend of customer experience bots is growing across our client base."

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Power Platform expertise positions partner for cross-industry growth

By adding Power Virtual Agents to its practice, Acuvate has become one of the most experienced Microsoft partners globally when it comes to driving customer success with chatbots. Because of the flexibility of Power Platform, the partner is able to develop solutions tailored to the specific needs of a customer or an industry. "We are developing use cases in industries like state and local government, consumer packaged goods, retail, and oil and gas. Each industry has common pain points that chatbots can address, which allows us to build and leverage repeatable IP and best practices," Shanbagh explained.

Acuvate has become an important resource not only for customers, but also for Microsoft sellers looking for better understanding of the scenarios where chatbots contribute value. "We are seeing a great deal of interest from Azure, Modern Work, and Business Applications sellers in learning how chatbots can drive transformation and efficiency within different industries and solve specific domain-related problems," Shanbagh concluded. "We see a big opportunity to jointly educate customers across all regions, and we look forward to deepening our Microsoft partnership further to expand usage of Power Platform even more."

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