

## Consumer goods

# Cognizant's AI solution transforms user support for global healthcare and agricultural company, boosts efficiency and satisfaction

## The challenge

A global healthcare and agriculture leader faced challenges with its internal platform, supporting 5,000 users and 80 applications. Annually, around 5,000 incidents were logged, with 30-40% being simple user guidance issues. The 20-member support team struggled with high costs, long wait times and human errors, requiring a more efficient solution.

## Delivering superior outcomes

Cognizant collaborated with the client to develop a solution that leverages internal documentation to provide quick and effective resolutions to user requests, significantly reducing the need for human intervention. The solution is a conversational AI agent that allows business users to ask for guidance and instructional requests for multiple apps within an IT platform.

The self-service flow enables users to log in, enter requests and receive gen-AI enabled responses, reducing ticket volume and allowing specialists to focus on complex issues. An automated feedback mechanism continuously improves AI performance. The serverless, scalable architecture handles increased ticket volumes without additional costs.

**Tech Stack: AWS Cloud, OpenAI GPT-4, Power Automate, Power BI, Python, and OpenAI GPT models.**

## Business outcomes



**20%**

Reduction in incidents



**15%**

Cost savings achieved due to reduction in resolution time



**53%**

Faster response time

## Why Cognizant

"Cognizant will work within your current analytics environment to develop and execute an AI-embedded strategy to expand insights capabilities beyond your data experts to more business users, enabling fast and convenient new forms of content interaction. With hyper-personalized recommendations and customizable delivery, you'll have the right insights – in real-time, anywhere, on any device – to drive your business forward with precision and confidence."

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