

# Case Study for a Leading Grocery Retail Chain



One of the leading Grocery retail chain in the US wanted to implement enterprise level automation with a vision to improve employee productivity, ease of access to information, reduction in service requests in turn improving customer experience. After multiple rounds of evaluation of various AI engines, customer has decided to choose UST's DIA as the preferred solution for their digital transformation journey. The engagement started with a pilot implementation for a limited set of users and was later rolled out to the larger user groups with the feedbacks incorporated. The successful implementation led to the addition of new use cases from various business divisions within the enterprise.

## Win Results

- **70%** Reduction in approval lead time
- **90%** Reduction in time for identification of internal resources
- **40%** Decrease in time spent for routine tasks
- **30%** Decrease in support ticket count
- **84%** Decrease in lead time from request creation to process completion
- **80%-90%** of employee queries managed by chatbot