

# Modernizing HR Operations With Azure-Powered Chatbot





# ABOUT US :

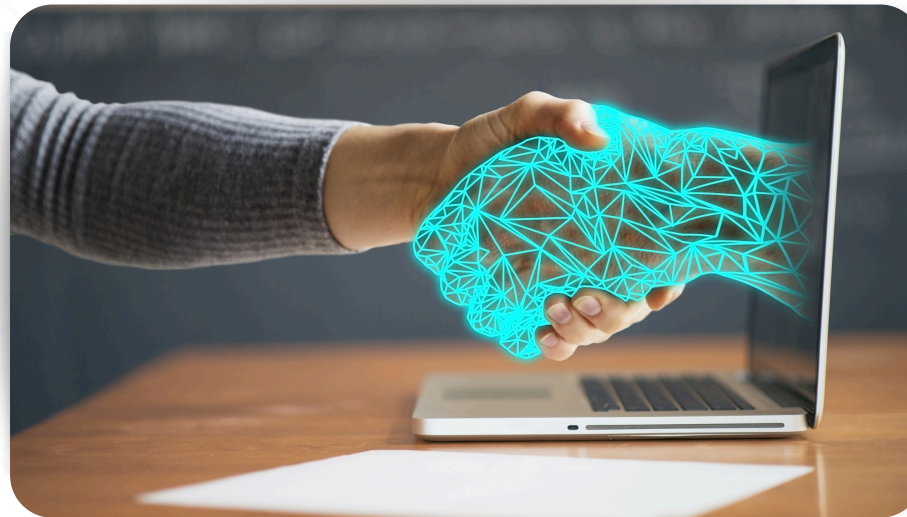
ThoughtSol Infotech is a leading IT system Integrator and cloud services provider company on a mission to enable businesses to grow through Digital Transformation. We help them to leverage the power of IT for a 360° impact on their business operations via our solutions and expertise that spans across **Cloud Services, Cybersecurity Services, Data Center Solutions, Digital Solutions and NextGen Services.**

YEARS IN BUSINESS **10+**

**100+** CERTIFIED RESOURCES

NUMBER OF CLIENTS **402+**

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We are certified with Excellence in **Quality Management, Service Management, Information Service Management, Environmental Management** and **Business Continuity Management** .

**We are at CMMI LEVEL 3**



**Microsoft**  
Solutions Partner



**INDUSTRY:**  
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**THOUGHT-SOL**  
— Exceeding Expectations —

## ABOUT THE CLIENT :

Our client is a prominent player in the oil and gas sector, and as a Fortune Global 500 company, it operates at the forefront of India's economy. With a rich history dating back to its establishment in 1959, the company boasts a vast presence across the nation and beyond, contributing significantly to the energy landscape.





# BUSINESS CHALLENGES:

- Managing the influx of HR inquiries from a large and diverse workforce, leading to inefficiencies and productivity bottlenecks.
- Manual handling of HR queries resulted in delays and inconsistencies, impacting operational agility and employee satisfaction.
- The need to modernize HR operations to align with industry best practices and drive digital transformation.







**Microsoft**  
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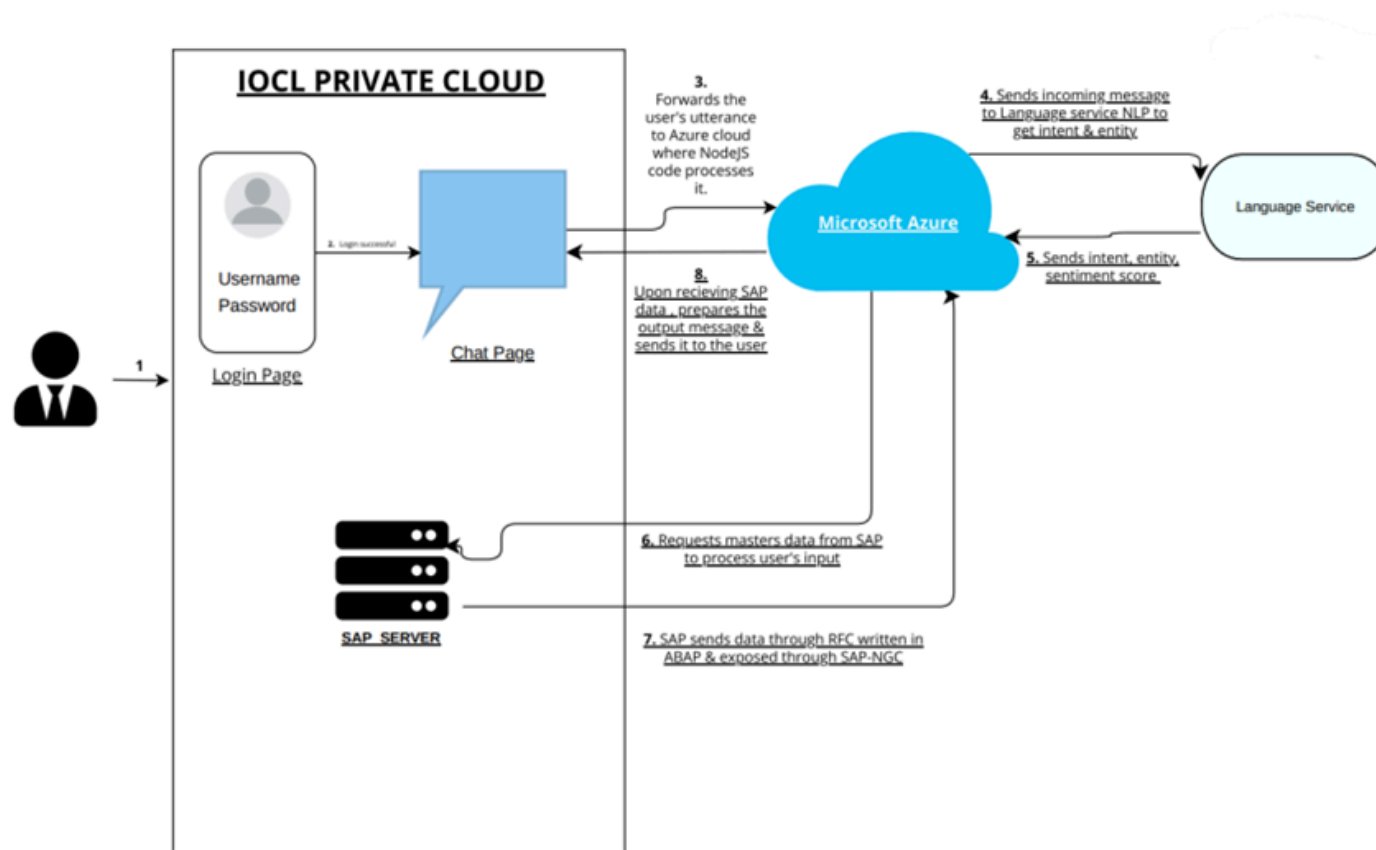


# SOLUTIONS OFFERED

- Leveraging Azure Cloud's robust infrastructure, an advanced solution - Xera Chatbot was deployed, utilizing Azure's native services including Azure Language Services, Bot Services, and other AI services.
- Engineered as an HR Chatbot, Xera employs advanced natural language processing (NLP) algorithms to effectively address user inquiries spanning from leave requests to salary-related queries.
- Seamlessly integrated with the client's portal, Xera provides a unified interface for employees to securely log in and interact with the chatbot.
- Implementing industry-leading practices, 24/7 monitoring and support mechanisms were established to ensure continuous operation and immediate resolution of any potential issues, guaranteeing uninterrupted service delivery.

# TECHNOLOGIES USED

## Workflow Diagram:



## OFFERINGS:

- Azure Cloud (End to End)
- Azure Bot Services



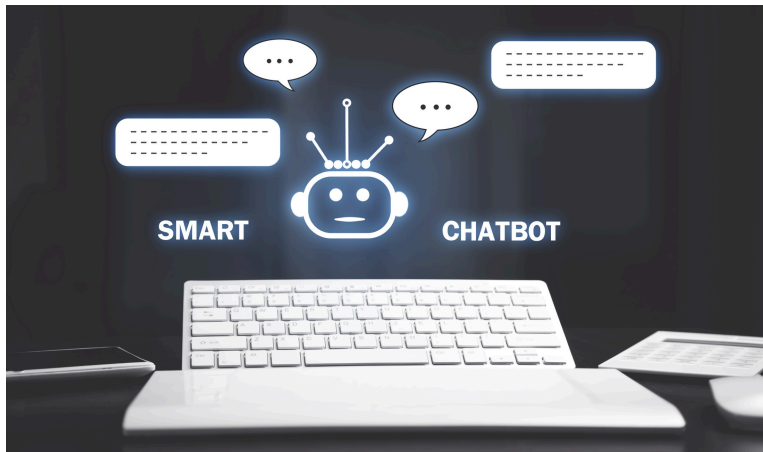
# BUSINESS IMPACTS



- **Improved Operational Efficiency:** Xera Chatbot streamlined HR operations, reducing the burden on HR staff and enabling them to focus on strategic initiatives.
- **Enhanced Employee Experience:** Employees benefited from faster response times and convenient access to HR assistance, leading to increased satisfaction and productivity.
- **Cost Savings:** Automation of routine HR inquiries and implementation of cloud-based solutions led to cost savings by optimizing resource utilization and reducing manual intervention.
- **Scalability and Resilience:** Leveraging Azure Cloud ensured scalability to handle spikes in user demand seamlessly, while 24/7 monitoring and support mechanisms guaranteed uninterrupted service delivery, even during peak periods or unforeseen events.

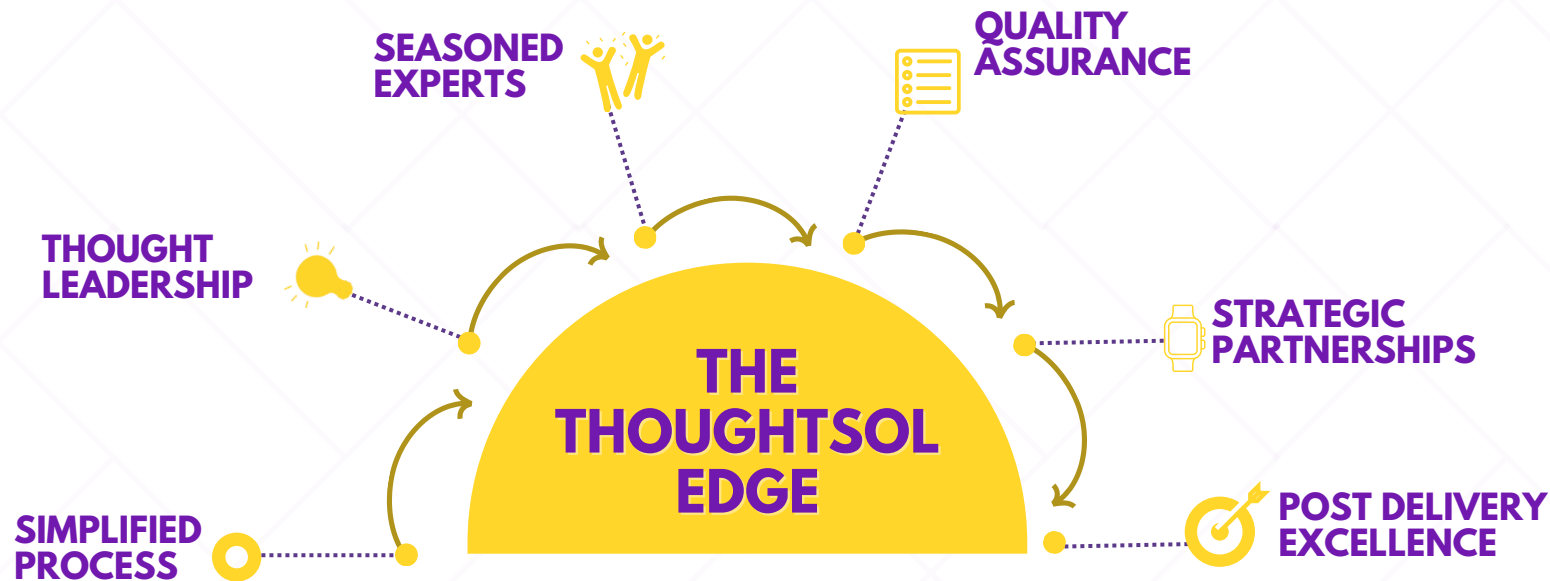
# CONCLUSION :

The implementation of the Azure-powered chatbot solution has transformed the client's HR operations, driving efficiency, resilience, and scalability. As the client continues its digital transformation journey, the solution remains a cornerstone in achieving strategic objectives and fostering innovation in HR management.





# THE THOUGHTSOL EDGE:



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