

Saudi Electric Company: Digital Cognitive Virtual Assistant



Challenge

With no relevant technical project management expertise within the organization, SEC partnered with us to deploy a robust digital assistant solution. Their main goals were to help enhance service, lower costs and provide human-like digital service anywhere, anytime.

The deployed cognitive virtual agent was expected to address customer issues using natural language and simple to follow Q&A patterns, with deep integrations to perform business transactions at the user's behest.

Solution

As part of our engagement with SEC, the following services were provided:

- Core project management functions
- Technical oversight for the delivered solution
- Deployment and configuration of IBM Watson assistant
- System administration expertise for the Red Hat OpenShift and Watson cognitive agent service.

Business Benefits

- Delivered a new channel for customer engagement.
- Significant increase in resolution of client complaints.
- Sizeable reduction in customer wait times.
- Ensured smooth operation of the solution through managed services.
- Kept instances and duration of outages down within acceptable limits.

