



## CASE STUDY

# C1's own Generative AI Boosts Effectiveness of Its HR Team



C1, the global technology solution provider elevating connected human experiences, is transforming the industry by creating connected experiences that make a lasting impact on customers, its teams, and its communities. More than 6,000 customers use C1 every day to help them build meaningful connections through innovative and secure experiences. Its successful track record of tangible positive business outcomes for its customers is a testament to its ability to provide them with the highest level of customer satisfaction, responsiveness, and deep domain expertise. C1 collaborates with nearly half of the Fortune 100, along with other key global industry partners to deliver solutions with a total lifecycle approach. C1 holds more than 5,600 technical certifications across thousands of engineers throughout North America and India, including three Customer Success Centers.



*"What truly sets C1 Elly apart is its intuitive capability to provide immediate answers and resources, making the management decisions not only quicker and easier but also more informed. It's like having an expert on call around the clock, which enhances our team members' confidence and efficiency significantly."*

Kristin Roach | HR Project Manager, C1

## The challenge: From Overwhelmed to Optimized: C1's Journey to HR Efficiency

C1's tightly resourced HR department faced a significant challenge in efficiently managing the influx of employee inquiries, especially during critical periods like open enrollment. The team initially relied on its conversational AI tool that required annual updates, which added to their workload. As the company's workforce expanded and interactions became more complex, the team looked for an automated solution to manage frequent queries. They needed to systematize these recurring inquiries to ensure HR personnel could focus on more complex cases. The diversity in language among employees further complicated matters, necessitating clear communication accessible in multiple languages.

In addition to the volume, each employee inquiry's uniqueness underlined the urgency for a scalable solution. The HR team spent considerable time updating policies and ensuring every FAQ was addressed promptly, which was not sustainable. Effectively managing the language and cultural nuances required an adaptable, automated system. This scalability was crucial, as manual interventions could no longer support the growing employee needs without incurring inefficiencies. Real-time support became essential to maintain employee satisfaction, streamlining the entire process while making policy updates less burdensome. Tackling these issues head-on was imperative to maintaining operational efficiency and delivering superior employee experience in a culturally diverse, global environment.





## The solution: C1's Secret Weapon: How Elly Revolutionizes HR

C1 Elly, an advanced Generative AI solution, provided the necessary revolution for C1's HR operations. By automating responses to frequently asked questions, Elly significantly reduced the HR team's workload, enabling them to focus on more complex issues. Leveraging deep out of the box integrations available through C1CX Fabric, Elly was trained using a plethora of documents, including HR manuals, payroll policies, and employee guides, ensuring it answered inquiries with precision. Its seamless integration capabilities allowed Elly to process various document formats, from PDFs to Word documents, quickly assimilating knowledge and reflecting HR policy updates swiftly. The AI's data parsing prowess offered nuanced, tailored responses, streamlining the inquiry process effectively. Strict guardrails were established to ensure conversations remained focused on appropriate topics.

Elly's multi-language ability was crucial for enhancing accessibility for non-English speaking employees, underscoring C1's commitment to inclusivity. By embedding real-time updates into its framework, Elly adeptly mirrored policy adjustments, safeguarding accurate information dissemination. This user-centric approach, championed by the C1 AI Center of Excellence, ensured Elly was more than just a tool; it became an integral part of HR operations. The shift demonstrated C1's dedication to intertwining its own innovative technological solutions with efficiency, directly addressing the demands of a diverse workplace while maintaining a high level of service delivery.

Nestled in C1's company's intranet – Viva Engage – Elly is easily accessible to all employees worldwide, 24x7.

## The result: Unleashing HR Potential: The C1 Elly Effect

Since Elly's implementation, the transformation in C1's HR landscape has been substantial. Handling an average 30 daily employee queries – the equivalent of 2 FTE HR staffers, Elly serves the predominantly English-speaking workforce effectively while also catering to Spanish, German, Hindi, and Italian speaking employees. Individual contributors-turned-managers, such as Terri Patrick, C1 Senior AI Design Manager, benefitted from Elly's swift access to crucial HR information, which eased the navigation of policies like travel and bereavement. Patrick remarked, "Elly was vital for timely management decisions, ensuring accuracy across policies." By making HR resources intuitive and easily accessible, Elly eliminated the need for employees to search intranet resources exhaustively.

Elly's integration ensured comprehensive support across various HR areas, such as benefits, payroll, PTO, and leave, fostering an inclusive and equitable HR support system. This seamless access transcended time zones and geographical barriers, enhancing employee satisfaction and reducing administrative burdens. By doing so, Elly not only improved internal efficiencies but also exemplified C1's capability in providing advanced, cutting-edge solutions that align with today's dynamic workplace demands. The enhancement in operational productivity confirmed C1's leading role in technology innovation and its commitment to empowering its diverse workforce through strategic, intelligent automation.

"What truly sets Elly apart is its intuitive capability to provide immediate answers and resources, making the management decisions not only quicker and easier but also more informed," remarked Kristin Roach, C1's HR Project Manager. "It's like having an expert on call around the clock, which enhances our employees' confidence and efficiency significantly."



C1 designs and delivers technology solutions built for outcomes. We focus on communications, networking, and cybersecurity—pairing leading partner platforms with our advisory, professional, and managed services to make modernization practical, secure, and valuable from day one. Where others talk about transformation, we make it real—faster, simpler, and more resilient. Learn more at [onec1.com](http://onec1.com).