

Born Digital . Born Agile

HAPPIEST MINDS SAVES COST BY ENABLING TECHNOLOGY TRANSFORMATION FOR COCA-COLA BOTTLING COMPANY UNITED

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The way that Azure DevOps interoperates with the solution plus the built-in administrative and governance controls in Power Platform is an important feature for us.... Once built, we can use a desktop flow in any other Power Automate flows, extending its value to solve other business challenges with legacy applications with little to no further development.

We avoided having to hire 10 full-time employees. Better still, the existing CRM agent is now free to work on other projects.

Allan McDaniel

Manager of Development for BI and Master Data, Coca-Cola Bottling Company United. The company faced two challenges as it explored solutions. It was too costly to create APIs for our legacy applications like SAP and others, and we also had to navigate a third-party website.

Happiest Minds helped the company develop a bot that served as an intelligent front end to the new solution. Power Automate was used to drive the entire process. And by interoperating with other Azure services, such as Azure Key Vault, the system was able to securely access both internal and external systems and orchestrate the entire order process, from purchase order to reconciliation, in SAP.

Our team collaborated well, and the synergies led to the deployment of one of a kind solution, leading to realization of business benefits for our customers. We at Happiest Minds work as a partner with each of our customers in their digital journey and deliver solutions tailormade to the requirement of the respective customers.

Happiest Minds always strives to use technology as a tool to enable businesses to accelerate adaption of digital technologies and help modernize and transform their current environment.

Coca-Cola Bottling Company United collaborated with Happiest Minds to create a master automated service agent they've dubbed "Asa," which consists of several bots. Built on Microsoft Azure and Microsoft Power Platform, "Asa" uses Azure Key Vault to help secure and control passwords and other sensitive data, and it relies on Azure DevOps for continuous integration and continuous delivery (CI/CD).

The new, simplified process frees the dedicated CRM agent, allowing orders from all channels, such as inbound and outbound call center agents, field service sales representatives at customer sites, and via a customer self-service portal.

Read other testimonials from Coca-Cola Bottling Company United

BOB MEANS

Director of Business Solutions, Coca-Cola Bottling Company United

KAYLAN CANNON

Customer Service Manager, Coca-Cola Bottling Company United

ABOUT HAPPIEST MINDS

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.

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