

# HAPPIEST MINDS SUCCESSFULLY EXECUTED A DIGITAL TRANSFORMATION PROJECT FOR COCA COLA BOTTLING COMPANY UNITED FOR STREAMLINING ITS ORDER MANAGEMENT WITH TECHNOLOGY TRANSFORMATION IN MICROSOFT POWER AUTOMATE



While building this solution, we resurrected high-value strategic projects that we couldn't tackle before because of the constraints of legacy apps. We feel empowered to take advantage of any future opportunities that the business provides us.

## Bob Means

Director of Business Solutions,  
Coca-Cola Bottling Company United

When Coca-Cola introduced its new Freestyle vending machine, Coca-Cola United, a privately owned company that isn't owned by Coca-Cola, was challenged to streamline its order and invoicing procedures. It rose to the occasion quickly, using Microsoft Power Automate Technology Transformation. Coca-Cola United is advancing the strategic Freestyle initiative with process automation that matches the individuality and innovation that the product represents.

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

### ALLAN MCDANIEL

Manager of Development for  
BI and Master Data,  
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.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.

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