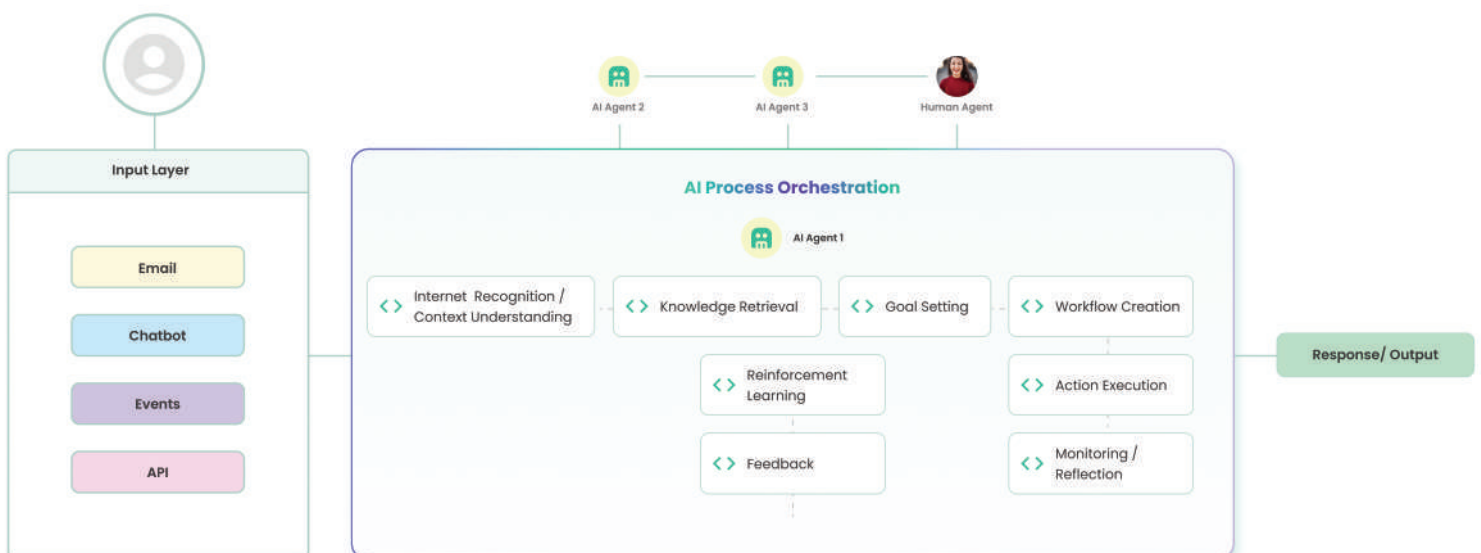
A man with a beard and glasses, wearing a headset, is shown in profile, looking to the right. He is in a call center environment, with other agents visible in the background, slightly out of focus.

The Multipliers of Modern Work:
Realizing 10x Scale,
100x Efficiency,
1000x Speed with **Zai**

Fragmented to Fluid: The Power of AI-Driven Process Orchestration

The future of work is being shaped by human expertise and AI precision, where the most efficient teams are a collaboration between people and AI agents, each specializing in specific tasks to drive productivity and precision. Zai, our AI orchestrator, seamlessly integrates these intelligent agents across key business functions like finance, customer support, and HR, transforming traditionally manual and fragmented workflows into streamlined, high-impact operations.

This case study highlights real-world examples of how AI-led process orchestration is redefining processes in each of these domains, showcasing the tangible value organizations can achieve by leveraging Zai.

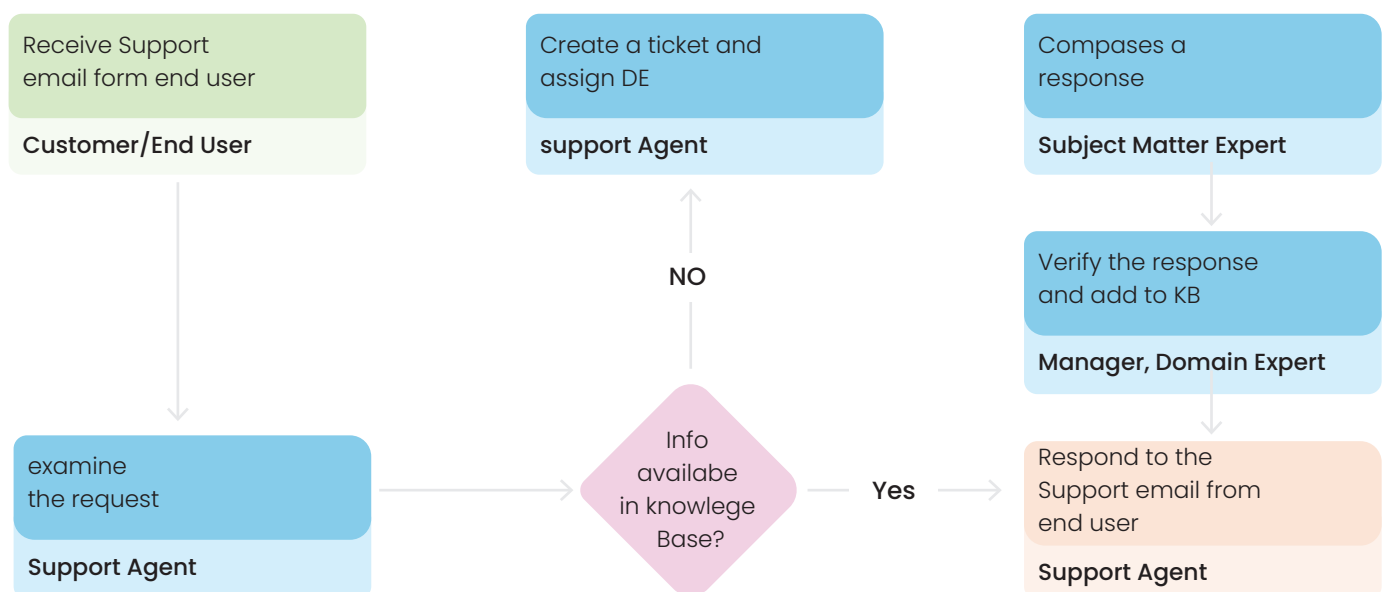


Reimagining Customer Support: 10x Growth in Process Execution

As a rapidly growing SaaS Company's user base expanded, their customer support team struggled to keep pace. The volume of support tickets skyrocketed, reaching an average of 500 per day, resulting in a first response time of over 24 hours. This backlog led to frustrated customers, negatively impacting customer satisfaction, especially during peak usage periods and potentially hindering further growth.

The company faced challenges with maintaining consistent support quality, as customers often received varying levels of service depending on the agent handling their request.

Before - Overwhelmed Support Team/Email Inbox



The efficiency gain enabled the team to support their ambitious **10x growth targets** without the need for **additional support staff, freeing up approximately 80% of their resources.**

A suite of specialized bots now handles most stages of customer communication

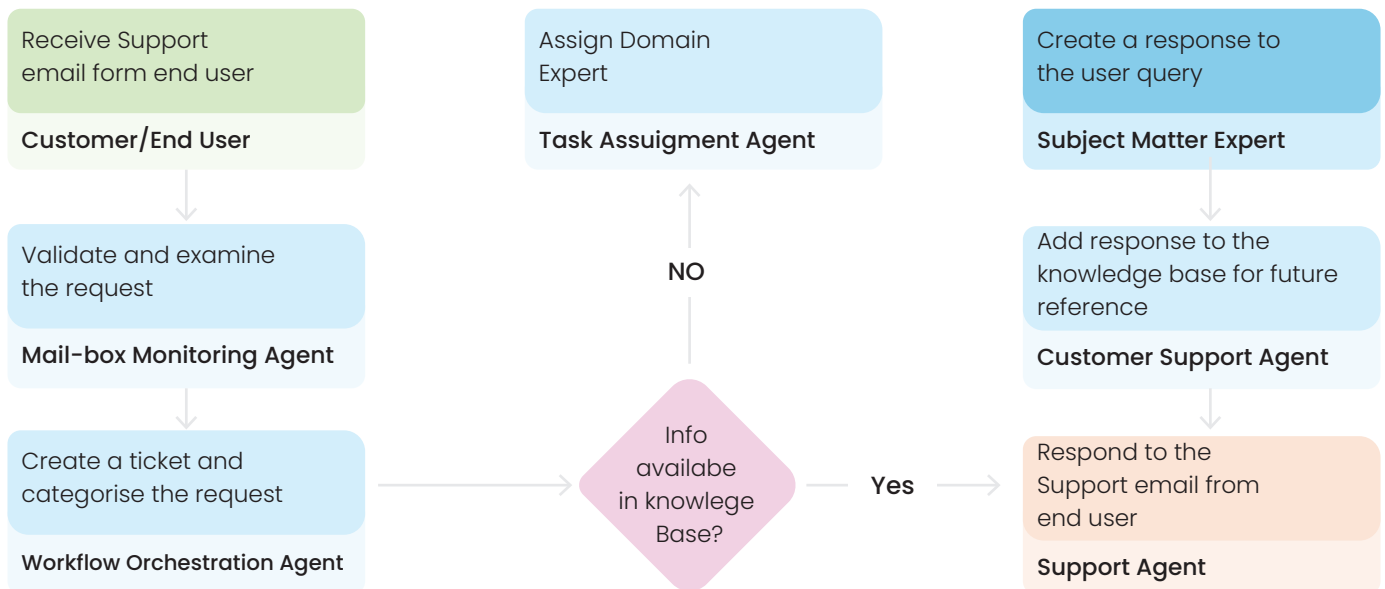
The results speak for themselves

90% reduction in ticket response times, leading to happier customers, a more efficient support team, and a stronger brand reputation.

At a volume of over 25,000 support requests per month, the **Zai automated solution** resulted in annual savings of over \$1 million.



After – automated decisions and responses with **Zai**



The impact of Zai's AI-powered solution was **significant and measurable**

Improved First Response Time:

Decreased their first response time from over 24 hours to under 2 hours, significantly improving customer satisfaction

Reduced Support Ticket

Volume:

Reduced their support ticket volume by 90% by empowering customers with self-service through the AI chatbot.

Increased Customer

Satisfaction:

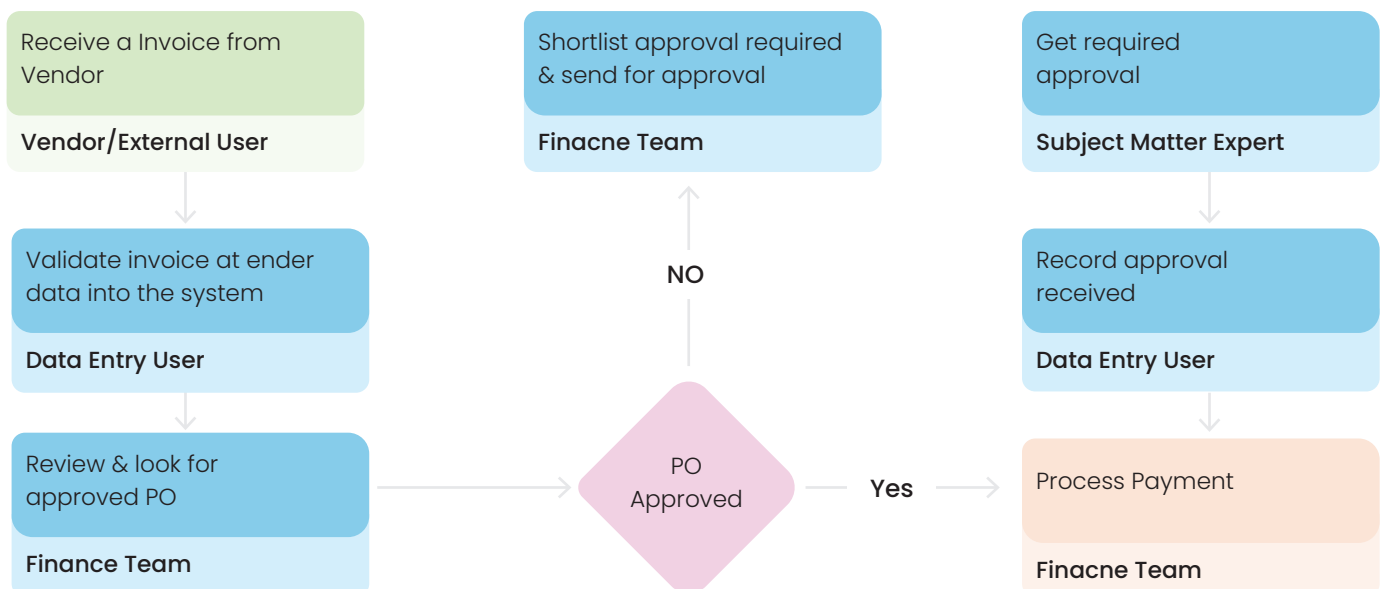
By automating routine support tasks, the company reduced their support costs by 15%.

Smarter Invoice

Processing: Zai for 100x Better Efficiency

A global manufacturing corporation's accounts payable team faced a significant challenge: processing the sheer volume of daily invoices. The manual workflow, involving sorting diverse invoice formats, hand-entering data, and verifying details, proved highly inefficient and error-prone. **This resulted in slow processing times, with each invoice taking 7-10 days to move through the system, hindering operational efficiency.**

Before – Overwhelmed Support Team/Email Inbox



Manual data entry led to frequent errors, including duplicate payments and incorrect amounts, requiring extensive rework. Tracking invoice status was cumbersome, making cash flow forecasting difficult. Missed discounts, mismatched POs, and unapproved invoices caused financial discrepancies and regulatory concerns. By automating processes and reducing errors, Zai minimized back-and-forth communication.

AI-Driven Invoice Capture : Zai's Intelligent OCR (Optical Character Recognition) engine captured invoice data from multiple formats—PDFs, scanned images, and even mobile photos—with. Using Natural Language Processing (NLP), it extracted key details such as vendor names, invoice numbers, line items, and payment terms.

Automated Workflow Orchestration: : Seamlessly integrating with their ERP system:

- **Three-Way Matching:** Automatically matches invoices against purchase orders and goods received notes (GRNs), ensuring the invoice is valid, the goods/services were received, and the purchase order is legitimate.
- **Rule-Based Invoice Routing:** Invoices are routed for approval based on predefined business rules, minimizing manual touchpoints.
- **Payment Automation:** Once approvals and validations are complete, Zai triggers payment releases without manual intervention.

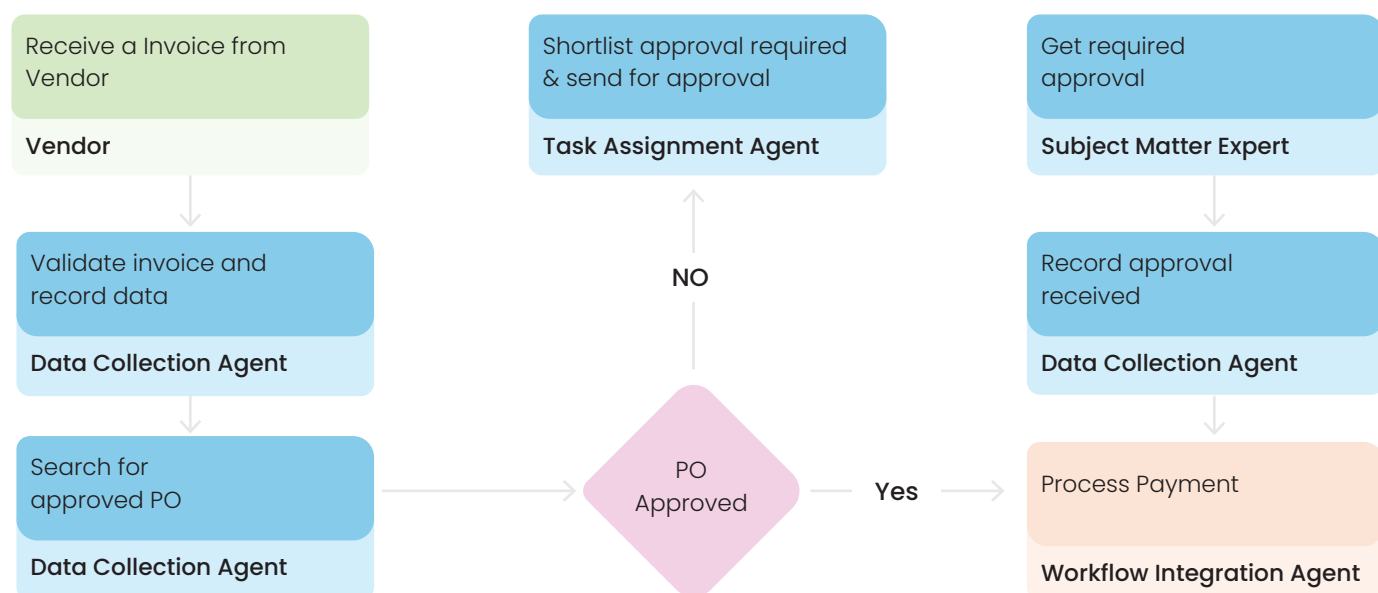
Exception Handling and Validation:

- **Real-Time Cross-Checks:** Data is automatically validated against purchase orders, contracts, budget limits, and vendor terms.
- **Error & Duplicity Checks:** Identifies duplicate invoices, invalid

entries, incorrect pricing, or invoices exceeding PO values, flagging them for human review.

- **Vendor Performance & Compliance Tracking:** Continuously monitors if vendor obligations are met, flags discrepancies, and ensures contract terms are fulfilled.
- **Pre-Wear Checks:** Ensures that goods/services have been received and verified before payments proceed.

After – Efficient and speedy Zai Invoice Processing



With a **100x improvement in efficiency per invoice processed**, Zai enabled the company to handle over **5,000 invoices monthly**—without scaling up headcount. Manual errors, incorrect routing details, and validation gaps that previously led to financial discrepancies were eliminated, ensuring **first-time-right payments** and significantly enhancing control over the entire payables process.

Improved Accuracy and Reduced Errors:

Reduced invoice processing errors by 90%, minimizing financial discrepancies and compliance risks.

Increased Efficiency and Productivity:

The accounts payable team increased its productivity by 40%.

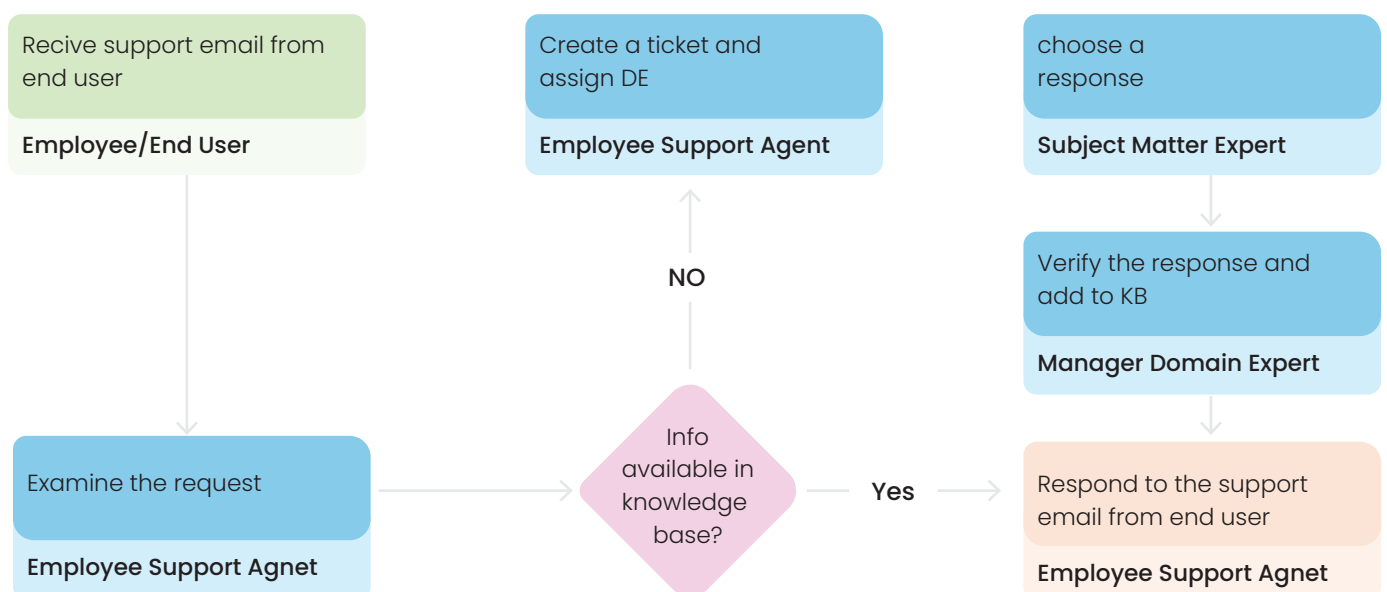
Coupled with **Zvolv's workflow, dashboarding, and integration tools**, the company gained **complete visibility and control** over the entire invoice lifecycle—from intake, PR, invoice processing, to payment and cash forecasting. Business rule validations, real-time insights, and automated reporting were all seamlessly delivered.



Elevating Employee Experiences: Achieving 1000x Faster Support

A large MNC with 100,000 employees faced a significant challenge: managing approximately 500 daily queries from both current and past employees. These queries, spanning benefits, payroll, company policies, PF, Form 16 support, employment verification, and other support needs, overwhelmed the HR department. Limited business hours resulted in response times of 24-48 hours, leading to delayed issue resolution and impacting employee productivity. The company also lacked a centralized system for tracking and analyzing these queries, hindering their ability to identify trends and improve HR and IT processes.

Before – Overwhelmed HR Team providing Employee Support



Zai implemented its **AI-powered employee support solution to optimize the HR department's operations and improve the employee experience.**



Integration with Employee Self-Service and Support Channels

Zai seamlessly integrated with the existing employee self-service portal, as well as managing support requests across various channels. Notably, 70% of requests came via email, 20% via WhatsApp, and 10% through the self-service portal.



AI-Powered Chatbot and Intelligent Ticket Routing

The AI chatbot provided 24/7 support, answering frequently asked questions and guiding employees through HR and IT processes. The AI engine intelligently categorized and routed queries to the appropriate HR or IT team, enabling efficient ticket tracking and management.



Personalized and Secure Employee Experience

The platform personalized the employee experience by providing relevant information based on individual employee profiles and needs. Robust guardrails ensured employees only accessed information relevant to their current employment status, role, and authorized data.



Integration and Analysis

Seamless integration with existing HR and IT systems ensured data accuracy and consistency. Sentiment analysis and feedback collection provided valuable insights into employee experiences. Zai provided end to end connection and analysis.



Sentiment Analysis and Feedback Collection

It uses sentiment analysis to understand the emotional tone of employee interactions and collect feedback on support experiences.

Human ticket volume was reduced by 90%, with only a small fraction of tickets requiring human agent intervention

Increased HR Productivity

The HR team's productivity increased by 40%, allowing them to focus on initiatives like talent development and employee engagement

With Zai orchestrating seamless employee interactions, the company now delivers faster, more efficient, and personalized support experiences — setting a new benchmark for employee satisfaction in the modern workplace.

Reduced HR Support Ticket Volume

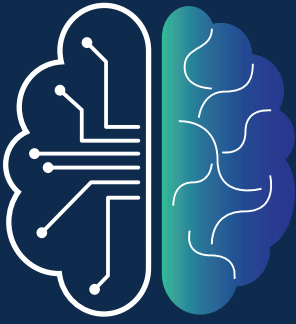
The portal empowered employees with self-service, reducing the HR support ticket volume by 90%

Faster Response Times

The average response time to employee queries was reduced from 24-48 hours to under a few minutes, a dramatic improvement.

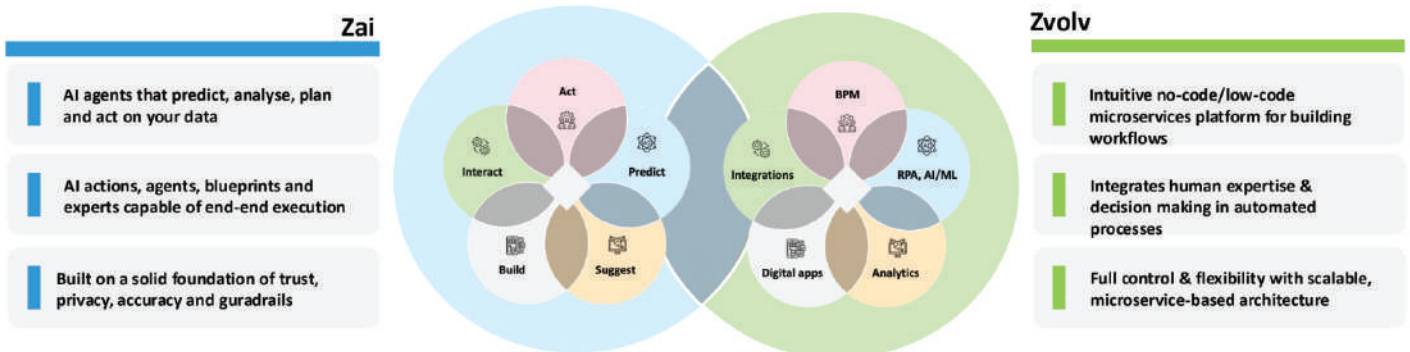
Cost Savings

Automating routine support tasks resulted in a significant reduction in HR and IT support costs.



Meet Zvolv – Your Platform for AI-Driven, Human-Augmented Automation

Zvolv is an AI driven process orchestration and automation platform that leverages intelligent automation and agentic AI to tackle the last mile digital transformation and evolution challenges that existing ERP, BPM or RPA tools cannot. With Zvolv, process champions can now innovate, automate and adapt applications to dynamic operational needs, 10x faster than vertical solutions or custom development, with no dependence on developers or IT teams. Zvolv lets you integrate human like decision making and task execution capabilities with AI agents and orchestrates processes across your people, data and systems, with automation that delivers in days and evolves in hours.



Experience the Difference

AI-Driven. Human-Augmented. Continuously Optimized.

By combining intelligent AI agents with a flexible, human-centric automation platform, Zvolv and Zai redefine how modern enterprises approach business process automation, delivering speed, efficiency, and control at scale



Don't just keep pace with the future – lead the way. Reach out to us today for a personalized consultation and see how AI driven processes can be the game-changer you've been looking for.

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