

Mathis Home Leverages AI to Improve Sales Process & Client Experience

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
May 2023	SMC	Retail	2,000 employees	Leveraging AI for Improved Processes & Experiences	Copilot Studio	eGroup Enabling Technologies	Mathis Home	N/A
CHALLENGE		SOLUTION		OUTCOMES		TEAM		
<p>Mathis Home has Citizen Developers within lines of business that see AI use cases to help improve the sales process. Assistance was needed to help develop and implement a solution that will be secure and designed in a way to prevent it from being technical debt in the future.</p> <p>Mathis Home enlisted eGroup Enabling Technologies to complete discovery work so they could move forward with deployment. With the discovery work completed, deployment was the next stage.</p>		<p>Following the discovery phase of the engagement, the experts at eGroup Enabling Technologies will develop a Custom Copilot Solution that will pull data from multiple sources. The created solution will allow Sales Associates at Mathis Home to answer product questions quickly and move through the checkout process more efficiently.</p>		<p>This engagement with Mathis Home led to the design of a Custom Pilot Solution that will address an immediate efficiency need for their business enhancing productivity and improving both the employee and customer experience. Through the discovery and design sessions, the eGroup Enabling Technologies team created a 3-Part Implementation Plan (using Copilot Studio) to ensure a successful implementation and adoption of the solution.</p>		<p>Account Executive Jennifer Rishling</p> <p>Partner Kevin Radigan, Account Executive</p> <p>Contractual Value <i>-this is the first of many other uses cases for Mathis Home</i></p>		