Schneider Electric
Schneider Electric is a Forbes 500 energy and automation digital solutions company. It addresses efficiency and sustainability in homes, buildings, data centers, infrastructure and industries through combining energy technologies, real-time automation, software and services.

Case Team A
Provide enhanced Indirect Procurement (IP) spend visibility

Build on an existing platform (Prism) containing IP spend data to improve categorization integrity, enhance descriptive spend data analytics, enable predictive spend analytics via RPA or machine learning, and produce consolidated spend reporting (one version of truth) that can accommodate all IP spend reporting needs across the Enterprise, customizable to Divisions.

1) enhanced data structure and data pull logic to accommodate "one version of truth" for all IP spend;
2) enable predictive analytics (definition and enablement) above and beyond enhancing the descriptive data analytics; 3) build on the data visualization foundation and explore what the next iteration can be;
4) explore how RPA and AI (machine learning) can add value by identifying patterns and opportunities to reduce the spend.

Case Team B
Provide deep insights to employee help desk requests to include: digital acumen, age group, self-service willingness and understanding the reason behind requests and call volume changes.

SE receives hundreds of thousands of requests per year (via email, call center) from employees requesting help for hardware (e.g. laptops, mobile devices), systems, security, etc. While basic insights are known by ticket type, little data is available regarding demographics and other behaviors.

1. Caller behavior: how many never call the help desk? Specifically, how many employees never contact the help desk? Are there common attributes of these users? Are there certain types of employees who contact the help desk routinely based upon age, location, business division, etc.
2. Ticket / call volumes trend and any insights behind... service outage? new service launch? planned
change? Phishing, Talent Review, etc.
3. Why are some countries more dependent upon calling the help desk? Culture? Work from home? User Skill, Easy-to-find information? Training efficiency?