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# Suzano | Internal Shared Services Bot

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## **Keys Technologies Used**

* Bot Framework
* Azure Search
* Skype for Business

## **Core Team**

### Suzano

Guilherme José de Araujo Novoa (Developer)

Mario del Matto (Developer Manager)

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### Microsoft

Cynthia Zanoni (Technical Evangelist)

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# **Customer profile**

Suzano (<http://www.suzano.com.br>) is the second largest eucalyptus pulp company in the world and one of the ten largest paper companies in the world. It was founded in Brazil in 1924 and currently has a workforce of 8,400 employees plus 11,000 contractors. The company’s yearly revenue is approximately US$ 3 billion.

The company exports eucalyptus pulp to 31 countries and paper to more than 60 countries. It has five factories in Brazil, as well as a commercial office in China and subsidiaries in United States, Switzerland, England and Argentina.

Suzano owns 1.2 million hectares of forest areas, 520,000 of which are planted forests. Suzano adopts precision silviculture techniques in these forests to ensure maximum productivity.

# **Problem Statement**

Suzano has a department called CSC, which stands for Central de Serviços Compartilhados (Shared Services Central). This area is responsible for handling several kinds of internal administrative and financial demands, such as processing invoices, purchases and loans, requesting equipment transfer and so forth.

The platform used by CSC to receive and process these demands is ServiceNow (<https://www.servicenow.com/>). Suzano’s employees and vendors are expected to access this system directly and fill the specific form related to their particular request.

In practice, most users feel lost when filling the forms, as they use terms which are specific to Accounting or Finance and are not generally known by professionals from other areas. This leads employees to call CSC to clarify their doubts and questions, which floods the CSC staff with repetitive queries.

# **Solution**

Para otimizar o processo de atendimento aos usuários que possuem dúvidas com relação ao uso

# **Conclusion**

# **Additional Resources**