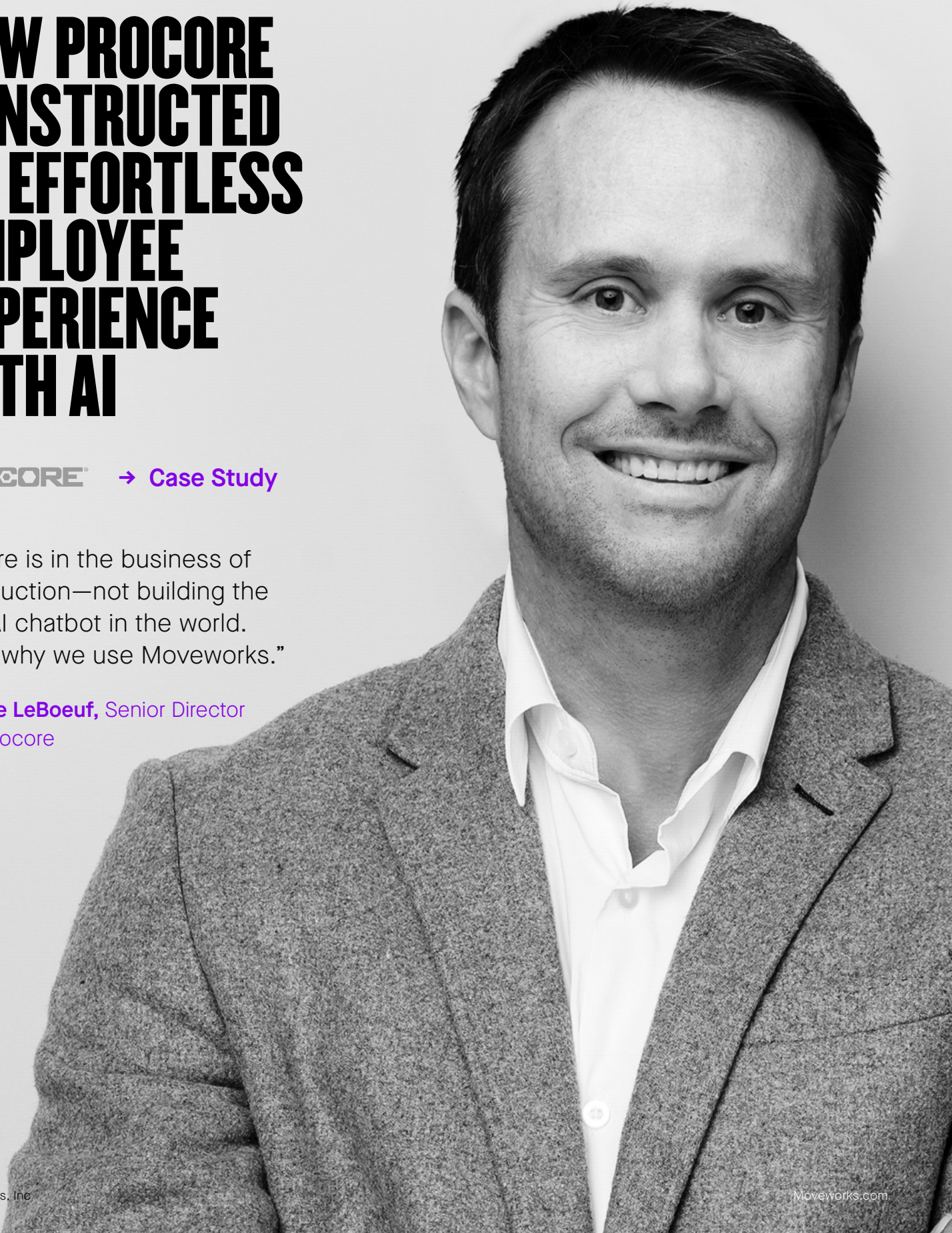


HOW PROCORE CONSTRUCTED AN EFFORTLESS EMPLOYEE EXPERIENCE WITH AI

PROCORE® → [Case Study](#)

“Procore is in the business of construction—not building the best AI chatbot in the world. That’s why we use Moveworks.”

— [Steve LeBoeuf](#), Senior Director
of IT, Procore



Entire construction projects— under one roof

Founded in 2002, Procore has completely transformed the construction industry. The Southern California-based company creates a single platform that brings together all the right people and information, ensuring that major construction projects get finished safely, on time, and within budget.

As an innovative and fast-growing organization, Procore's priority is empowering its employees to focus on high-impact work, starting with fast, accurate tech support. To meet the high expectations of an increasing number of digital-native employees, Senior Director of IT Steve LeBoeuf realized the company needed to radically simplify the support process:

"Our job is to support all of our employees—without adding 500 new IT support agents," LeBoeuf said. "Step one is to set up a single place where employees know they can get immediate help, and Moveworks has been instrumental in getting us there."

The blueprints for best-in-class support

It's no small feat to support employees at the speed of a modern SaaS company like Procore. Employees often find it difficult to troubleshoot their own tech issues, since forms, resources, and knowledge articles are scattered across multiple backend systems. Likewise, when it comes to knowing where to ask for help, employees are overwhelmed with options: they could send an email, submit a ticket through a portal, or post on the #ask-IT Slack channel. For the service desk, the result is a constant stream of requests—pouring in from different directions—that all must be resolved by hand.

When LeBoeuf joined Procore in 2013, he was responsible for "everything with a plug," from laptops to the HVAC system. Despite the scope of his responsibilities, his priority, then and now, was to maintain a personal touch when solving IT problems. At first, this was relatively easy:

"I used to know every employee personally. I knew what everyone was working on and what IT issues held them up. But as we grew into a company with over a thousand employees, we needed automation to provide that kind of rapid support."

Ultimately, scaling support for the company's growing workforce would require one simple, go-to channel for employees to get help—and powerful automation to free up the service desk. It was with these goals in mind that LeBoeuf sought a single AI tool that could understand employees' support issues, respond quickly, and most importantly, be an expert at all things Procore.

Challenges

- Supporting young, digital-native employees who expect immediate help
- Reducing the service desk's workload without increasing headcount

Results

- Provided instant, automated IT support to 81% of employees
- Freed up service desk agents to focus on higher-impact projects

Key Integrations



Slack Chat

Okta IAM



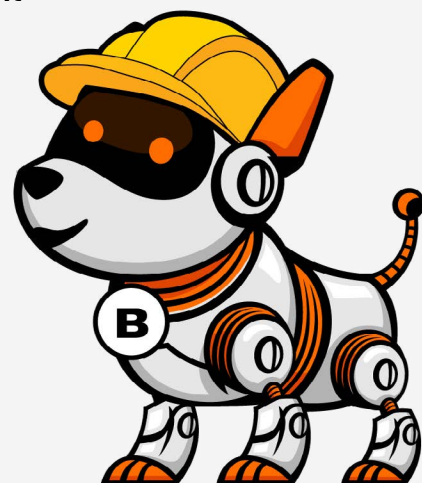
JIRA ITSM



Gmail DL

Moveworks Bot

Bolt



Bolt supercharges support for employees

In June 2020, Procore launched its Moveworks bot, known internally as Bolt. An AI chatbot that lives on Slack, Bolt provides one extremely simple place for employees to get help, whether they're locked out of their account, need access to software, or want to edit an email group. No matter what the issue, Procore's people come to Bolt first.

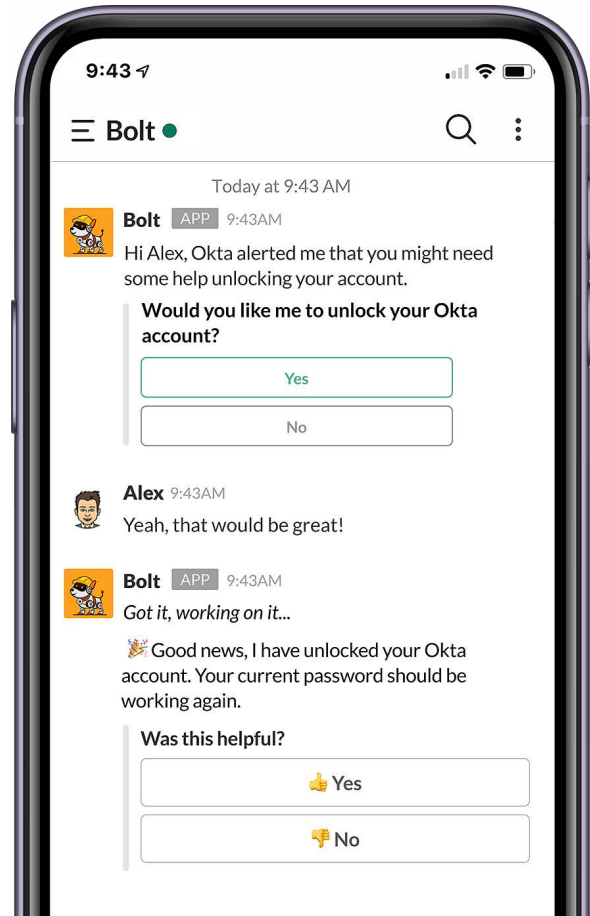
At the same time, Bolt has proven just as impactful for Procore's service desk. Even when employees don't submit their tech issues to Bolt, the bot intercepts their requests and jumps in when it can help—automatically handling emails and forms sent to the IT team. Procore had a vision of transforming Slack into a one-stop shop for support, and Bolt made that vision a reality.

"Bolt comes in clutch," said Jenn Doblado, a Service Desk Specialist at Procore. "Employees know that they can get quick answers with Moveworks, which means I spend less time troubleshooting. The team is ready to send everyone to Bolt."

Bolt is powered by the Moveworks Intelligence Engine™—the deep AI technology that enables Bolt to understand requests, determine the right response, and take action across Procore's digital infrastructure. The Intelligence Engine leverages advanced natural language understanding (NLU) to match the symptoms of these issues with precise solutions, since employees often don't know what they need. And because Bolt is connected to the company's identity system, it retrieves resources like knowledge articles and forms that are personalized according to each user's unique role, seniority, and location.

As more and more employees use Bolt, it develops a better and better grasp of Procore's specific terminology, thanks to the language understanding under the hood. The result? Employees get more of their questions answered, while the IT team is no longer held back by routine support requests.

Troubleshooting with Bolt



Bolt maximizes existing IT investments by giving employees exactly the right resources.



Answers provided per month



Software applications provisioned per month



Knowledge base articles surfaced per month

The one-stop shop for support

When deciding where to put its primary support channel, Procure chose the place where employees already spend most of their time: Slack. Slack is already the communication and collaboration platform at Procure, and Bolt lives in Slack. So instead of directing employees to antiquated portals or web pages that they might use only once or twice, the IT team can point employees to a chatbot. Before deploying Moveworks, employees might not know the best place to go for support. But with Bolt, they don't have to leave their workflow to get help.

Already, more than 80% of employees have used Bolt to resolve their IT issues. And the IT team has reaped the benefits as well. Before, agents had no way to reliably keep track of issues arriving from email or various locations. But with Bolt, every IT issue is either solved automatically or becomes a ticket. Nothing gets lost in the shuffle. Bolt has become so efficient that if questions come through a different channel, service desk agents immediately direct employees to the bot.

"I don't want to hire people to reset passwords all day," says LeBoeuf. "Now, Bolt handles all the common issues, which lets my team concentrate on the really hard and exciting problems."

A solution Procure didn't need to build

Top IT teams now recognize the importance of automation in delivering faster tech support, given the shortcomings of a manual approach. The question then becomes whether to build such an automated solution in-house using a chatbot "toolkit." However, LeBoeuf found that "these tools require a small army to get online" and then typically struggle to gain adoption from employees. What he and his team needed was a solution that worked immediately, using AI they didn't have to manage themselves.

"Moveworks starts right out of the box, bringing the automation we need to fill in the gaps," explained LeBoeuf. "I don't have to program or be responsible for anything. We leave that work to the experts."

Moveworks arrived at Procure already speaking the language of IT. When an employee has a question, by definition they don't know the answer, and as a result, knowing what they mean can be a challenge. But by understanding the employees' underlying intent, Bolt can connect the symptoms they describe to the most relevant solution available.

"Employees go to Bolt because they want something done now," said Doblado. "The bot can tell what people are asking about, even if they don't say it flat out."

98%

Employee satisfaction with the Moveworks bot

81%

Of Procure employees have interacted with the bot

"Employees know they can get quick answers with Moveworks, which means I spend less time troubleshooting."

—Jenn Doblado, Service Desk Specialist, Procure

Powering the public Slack channel with AI

Given that Procore has this vision of making Slack where to go to get help, LeBoeuf and his team are always looking for the best ways to engage. As a result, they've explored new ways of providing the fastest and most accurate support—including using public Slack channels to crowdsource solutions in real time.

The problem was that before Moveworks, agents like Doblado would have to scour all of these Slack channels manually. Having to read and keep track of everything without an AI tool was a massive endeavor and the result is a mess. According to Doblado, knowing what was going on and who needed help was “a logistical nightmare.”

These public Slack channels are where Bolt shines. Using AI, the bot is well equipped to interpret all this noise. The bot picks up on employee questions, automatically answering or creating an IT ticket to notify the IT team. Post Bolt, the time to ticket resolution is quicker, and as a result, employees couldn't be happier. They even celebrate Bolt's wins, posting screenshots of the bot's successful solutions.

“Bolt is spot-on,” Doblado said. “The bot spits out the exact articles I would have sent. There's a definite wow factor.”

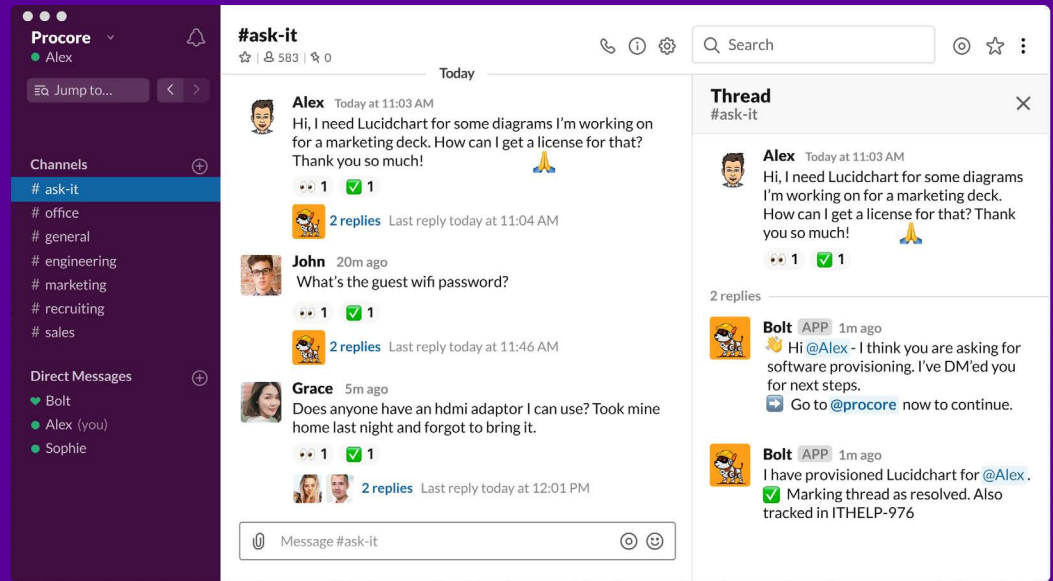
Digging into Procore's existing IT architecture

Like many innovative organizations, Procore has a growing number of investments in tools and systems that are underused. One of the biggest benefits of Bolt is its ability to leverage these existing tools and resources. IT teams are continually adding new forms, knowledge articles, and software tools, but employees are often unaware of these new resources—leading to underutilized investments.

Bolt brings these IT resources to life. Even when employees don't know where a certain form is or how to ask about access to an email list, the bot can surface personalized and actionable resources in seconds because of its deep integrations with enterprise software. With its forms skill, Bolt provisions software automatically almost 50 times a month. When it comes to account troubles, such as issues with Okta—the “bread and butter of Procore's IT environment,” according to LeBoeuf—Moveworks is transformational. The bot unlocks more than 250 accounts per month.

Moveworks in action

The team at Procore saw Slack—specifically public #ask-IT channels—as the future of support. The challenge was keeping track and categorizing issues within a double-digit number of makeshift Slack channels. Moveworks makes sense of this chatter, picking up on employee questions and automatically answering or creating an IT ticket to notify the IT team.



The foundations of a strong knowledge base

A big part of building out knowledge bases is identifying gaps where new knowledge needs to be created. And from the outset, one of LeBoeuf's top initiatives was to develop resources that would help employees self-serve their support. This meant starting the ongoing process of developing a comprehensive knowledge base. When users have an IT question, sometimes the appropriate response is to serve a relevant knowledge article. The more the IT team catalogs their knowledge with new articles, the more Bolt can resolve issues autonomously.

Moveworks' Performance Insights Dashboards offer detailed analysis and recommendations on areas to improve. With this visibility into its environment, Procore's IT team can prioritize building the content needed to start bridging this gap so the bot can answer more questions and, at the end of the day, resolve more issues.



Breaking ground on the future of support

By introducing a single jumping-off point for IT help, Moveworks has transformed Procore's support process for good. Employee satisfaction is growing each day, with over 98% of employees scoring their experience with Bolt three, four, or five stars. And LeBoeuf's team is continually inspired to automate new processes and offload more work to the bot.

"My team is always excited to increase Bolt's impact, whether that means adding new capabilities to the bot or creating content behind the scenes," commented LeBoeuf. "They see an opportunity to work on more challenging transformation projects and develop their own skills, with the bot handling the day-to-day issues automatically."

LeBoeuf and his team look forward to seeing Bolt deployed in new ways to help other department service desks, like HR or facilities management. It's this collaborative relationship between employees and technology that, for LeBoeuf, will propel Procore to new heights:

"Agents and AI working together—that's the future."

"Bolt is spot-on. It spits out the exact articles I would have sent. There's a definite wow factor."

—**Jenn Doblado**, Service Desk Provider, Procore

Request a demo

www.moveworks.com/request-demo

