



## CASE STUDY

# Equipment Reservation Chatbot Application



## Company

A leading American multinational biopharmaceutical company based on the West Coast and one of the world's largest independent biotechnology companies.



## Challenge

Lab scientists spend a lot of non-productive time on manual bookkeeping tasks, such as locating and reserving equipment. This time can be better spent on core tasks.



## Solution

V-Soft Labs implemented a chatbot to support, simplify and accelerate lab equipment reservation. The chatbot provides detailed insights on status of equipment, such as the current user, location and functioning capacity of the lab equipment needed. The chatbot serves 300+ scientists at any given moment.



## Result

The chatbot effectively reduces time spent on locating and reserving equipment by 70%, saving 40,000 hours per year. This time savings reduced time-to-market of clinical drug development by 30%.

Time Saved

**70%**

Reduced  
Time-to-  
Market

**30%**

## TECHNOLOGY APPLIED

- VERA Chatbot
- Artificial Intelligence
- ML & NLP
- AWS Lambda
- SageMaker



**servicenow**



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