

INDUSTRIAL PACKAGING COMPANY SAVES MORE THAN 2,000 HOURS IN MANUAL EMAIL SORTING WITH GOSECURE'S RAPID ROUTING SOLUTION

 GOSECURE

CASE STUDY

EFFICIENT SOLUTION COMBINES MACHINE LEARNING ALGORITHMS, ROBOTIC PROCESS AUTOMATION AND NATURAL LANGUAGE PROCESSING TECHNIQUES

BACKGROUND

Greif, Inc. is a world leader in industrial packaging products and services. Its vision is to, in industrial packaging, be the best performing customer service company in the world. The Greif IT service desk received hundreds of emails daily and had to manually classify them, then route them to the correct inbox folders. This tedious, manual process was not in alignment with the company's vision, as it was costly, time-consuming and prone to human error.

SOLUTION

GoSecure helped transform Greif's manual processing through robotic process automation and machine learning. Rapid Routing now automatically classifies emails coming to the IT desk and routes them to the appropriate folder for processing. It then automatically creates a ticket for emails routed to the IT desk's incident folder, adding an additional level of customer service.

BENEFITS

The Greif IT desk will now save more than 2,000 hours each year and better manage the requests it receives. Members of the IT team who were previously tasked with manually sorting emails now have three additional hours each day to focus on higher-priority tasks such as administration, critical calls, and enterprise resource planning (ERP). Furthermore, Rapid Routing has made Greif's approximately 48,000-per-year email sorting process smarter through instant classification and automatic incident-ticket creation.



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ABOUT GOSECURE

GoSecure is a recognized cybersecurity leader and innovator, pioneering the integration of endpoint, network and email threat detection into a single Managed Detection and Response service. The GoSecure Titan® platform delivers predictive multi-vector detection, prevention, and response to counter modern cyber threats. GoSecure Titan MDR offers a detection to mitigation speed of less than 15 minutes, delivering rapid response and active mitigation services that directly touch the customers' network and endpoints. For over 10 years, GoSecure has been helping customers better understand their security gaps and improve their organizational risk and security maturity through MDR and Advisory Services solutions delivered by one of the most trusted and skilled teams in the industry.

To learn more, please visit: <https://www.gosecure.net>.