

TRUE Use Cases

[TRUE \(Technology Readiness User Evaluation\)](#) is a nonprofit dedicated to helping Hawaii organizations accelerate their adoption of technology. Through a cohesive partnership between its committee and community-focused partners, TRUE creates a pathway for organizations to leverage technology to increase productivity, improve efficiencies, and provide business insights.

TRUE collaborates and shares solutions (also known as “use cases”) by hosting free roundtable discussions, hands-on workshops, and other events. Additionally, TRUE drives community-focused projects, creates a tech ecosystem of sharing, and facilitates action to support its mission.

By accelerating the adoption of technology, local organizations succeed, Hawaii’s economy becomes more diversified and sustainable, and Hawaii becomes a place where all residents can thrive.

The events are open to all participants – register here: <https://www.hec.org/true>

Use Cases and Solutions

1. [AI for Call Center](#) (Central Pacific Bank). Using [Amazon Connect](#), CPB automated help desk operations to improve wait times, better distribute calls to a dispersed workforce and gained intelligence to divert resources to areas of need. CPB was able to reduce call volume from 800 per day to 200 per day using this solution, has automated authentication and has multi-language support.
** [SimplicityHR](#), [ProService](#) spoke to CPB and are implementing it. [Entrepreneur’s Sandbox](#) is also adopting the solution.*
2. [Customer Care, Migrating from Legacy systems in the State](#): Using [Salesforce](#), State agencies planned and executed on multi-year digital transformation strategies to modernize operations and take advantage of cloud solutions, providing improved services to their customers - the people of Hawaii.
** [DBEDT’s HGIA \(Hawaii Green Infrastructure Authority\)](#) adopted [Salesforce](#)*
3. [Customer 360](#) (Servco): Servco created Servco Labs to bring innovation to the organization and its many departments. Using [Amperity](#), [Tableau](#), [Salesforce Commerce and Marketing Cloud](#), Servco improved the customer’s experience, increased engagement during COVID and gained intelligence that drives business decisions.
** [First Hawaiian Bank](#) is implementing [Amperity](#) as a result of learning about it from [Servco](#).*
4. [COVID Workplace Solutions](#) (DataHouse): Seeing a need, DataHouse developed and implemented [LumiSight](#) at the University, DOE and organizations at a national level, to keep employees and students safe. LumiSight allows individuals to provide a daily

self-attestation of their health status prior to work, with an administrative tool for orgs to monitor and manage any issues. <https://www.lumisight.com/>

* *UH and Entrepreneur's Sandbox use this evolving solution.*

AlohaSafe Workplace, developed by Upspring, Digital Marketing firm of aio, offers a similar solution, and has been *adopted by* * *Central Pacific Bank.*

5. **Secure Remote Workforce** (Pacxa): Using **Microsoft 365, Teams, Yammer, Virtual Desktop**, many organizations are focusing not only on how to allow teams to work remotely, but to do so in a hybrid and secure way. Pyramid Insurance and Island Holdings share their journey.
6. **Chatbots supporting Safe Travels** (ETS, State of Hawaii, eWorld): Over 1.5 million travelers to Hawaii have used the Safe Travels Digital Platform since the pre-travel testing program began in October 2019. Hear how the State stood up a solution to support and service travelers visiting and returning to Hawaii, using a multi-layered approach and innovative solutions. See how collaboration between the State's lead technology agency and private partners led to the innovation of the Safe Travels solution, using **Google Cloud, Service Now**.
7. **The Power of RPA and What It Can Do For Your Business** – Organizations are turning to Robotics Process Automation (RPA) to automate tedious, repetitive tasks and rules-based processes. Time saved through RPA can enable businesses to devote more time to serving customers or other higher-value work. DataHouse and PharmaCare share their RPA journey, common RPA use cases, lessons learned and ROI.

The Power of Data

1. [Tableau Success Stories](#) (Pacific Point): Insight from data has made an impactful difference in Hawaii's response to COVID. Using [Tableau](#), data, visualizations, and data integration with other system increases decision making value. Pacific Disaster Center and Hawaii Data Collaborative share how they've created a data culture.
2. [Become a Data Driven Business](#) (Koa Process): James Saulez, President of KOA Process, moderates a discussion with Anthony Nelson (President) and Timon Fuchser (Director of BI and Performance) as they detail the why's and HOW's of becoming a data driven business by sharing Premier Restoration's data journey and results. Using [Power BI](#), Premier Restoration democratized data and used insights to make business decisions.

Programs and Projects

1. [Data Mining for Japanese Consumers](#) (Maji Connection): Data shows that the Japanese Consumer Behavior has changed drastically during the Pandemic. Seeing how it has changed allows us to meet the demand, and data continues to provide insight and opportunities.
2. [Community Innovation Mentorship Program](#) – Mentored by DataHouse and Belt Collins, UH Engineering students develop a Storm Water Utility for DOE, supporting the Fresh Water Initiative, providing project-based learning and providing practical work experience. [CIMP 1.0](#) was the pilot program where UH students, with guidance from DataHouse, modernized and digitized State of Hawaii's Animal Quarantine.