

Scrivens Accelerates Innovation and Streamlines Operations with the Progress Agentic RAG Solution

AT A GLANCE



Challenge

As a retail business with 1,400 employees across more than 166 locations in the UK, Scrivens struggled to access critical information in its operations manual. Employees relied on IT support, generating 2,500 monthly help desk calls that slowed transactions, disrupted customer service and limited consistency. This spurred the company to seek a practical way to introduce AI.

“Employees are getting to the company policies and procedures faster than ever. The technology gives individuals the confidence to explain to customers, ‘I know exactly what I’m doing and here’s how I can help you,’ without having to jump on the phone with IT.”

Adrian Ellis,
Operations Director, Scrivens Opticians

scrivens

OPTICIANS | HEARING CARE

INDUSTRY

Retail

PRODUCT

Progress® Agentic RAG

COUNTRY

UK

SUMMARY

Scrivens Opticians & Hearing Care, an 85-year-old UK retailer, modernized operations with the Progress® Agentic RAG solution, enabling conversational knowledge access. The company reduced IT help desk demand by 800 calls per period, processed thousands of queries within weeks and improved employee productivity and confidence, forming a foundation for broader AI-driven innovation across the business’ future.

Solution



Deployed the Progress Agentic RAG solution as a conversational AI layer to index enterprise knowledge and enable natural-language access to procedures and policies



Implemented a lightweight, model-agnostic solution that integrated seamlessly with existing systems, allowing rapid deployment with minimal IT effort



Enabled cross-functional ownership by empowering training and enablement teams to drive rollout, aligning adoption with real user needs from day one

Results



Achieved rapid adoption, processing 8,000+ queries in the first month and scaling to 11,000+ queries shortly after deployment



Reduced IT support demand by approximately 800 calls per period, freeing resources and eliminating the need for additional help desk hiring



Improved operational efficiency while enabling future AI-driven innovation across internal and external business workflows



Discover how the Progress Agentic RAG solution empowers organizations to reduce IT overhead and accelerate operational efficiency with AI.