

SUCCESS STORY

A smart assistant that manages company information as a strategic asset



GenAI and retrieval augmented generation combine to reduce searching time and improve results



Empowers employees to harness the power of information



Saves time searching and boosts productivity



A strategic real-time LLM solution that builds intellectual capital

BOTS



OPEN APIs



UX



THE CHALLENGE

Reduce time searching for business information and improve results.

- GFT continually gathers feedback from its diverse global client base. When clients experience universal pain points GFT strives to deliver innovative solutions using its proven fast-prototyping methodologies that leverage AI large language models (LLMs).
- Many large companies are grappling with information overload on a wide range of internal subjects – i.e. when new joiners need to gather information on a company's processes and procedures, information is often held in diverse silos. The information challenge is also present in everyday work – research suggests that poor decisions made due to an incorrect understanding of information may amount to \$10 billion per year.

THE ENGAGEMENT

A flexible, secure architecture to search a banking knowledge base

- With a deep understanding of this universal searching challenge, GFT committed to build an AI-powered smart assistant using its proven technologies. The proposed LLM solution would interact with documents to gather information and enable a faster, deeper understanding than previously possible
- Smart assistant is built on Google Cloud Platform (GCP). As well as delivering a secure infrastructure as a service, GCP provides a set of proven management tools that are continually updated. The solution has a RAG architecture, full API access, and accommodates a range of proprietary LLMs.

THE BENEFIT

A real-time GenAI solution that delivers fast, accurate results

- The new platform offers an optimal combination of an LLM and GFT's own data retrieval models. As a high-performance model trained with bespoke data, it can generate results that are more tailored and granular than is possible with a single LLM.
- This model offers an important advancement for any company without a centralised data repository. By sharing search results a company can improve collaboration and develop best practice methods to address common challenges. As well as saving time and money, the smart assistant leads to better outcomes and continual improvement for companies in any sector faced with a data challenge.