

VALOREM REPLY

VASA: Virtual Assistant Solution Accelerator

Powered by Azure OpenAI

AGENDA



Valorem Reply overview



Introducing VASA: Virtual Assistant Solution Accelerator



VASA for B2E and B2C



Our Approach



Conclusion: Q&A and next steps



WHO WE ARE

Valorem Reply, part of the Reply Group, is an award-winning digital transformation firm focused on delivering data & AI, IT modernization, security, product transformation, and digital workplace. Through the expertise of our people and power of Microsoft technologies, we provide hyper-scale and agile delivery of unique digital business services, strategic business models and design-led user experiences. Our innovative strategies and solutions securely and rapidly transform the way our clients do business.

VALOREM REPLY AND PARTNERS AROUND THE GLOBE

BREADTH

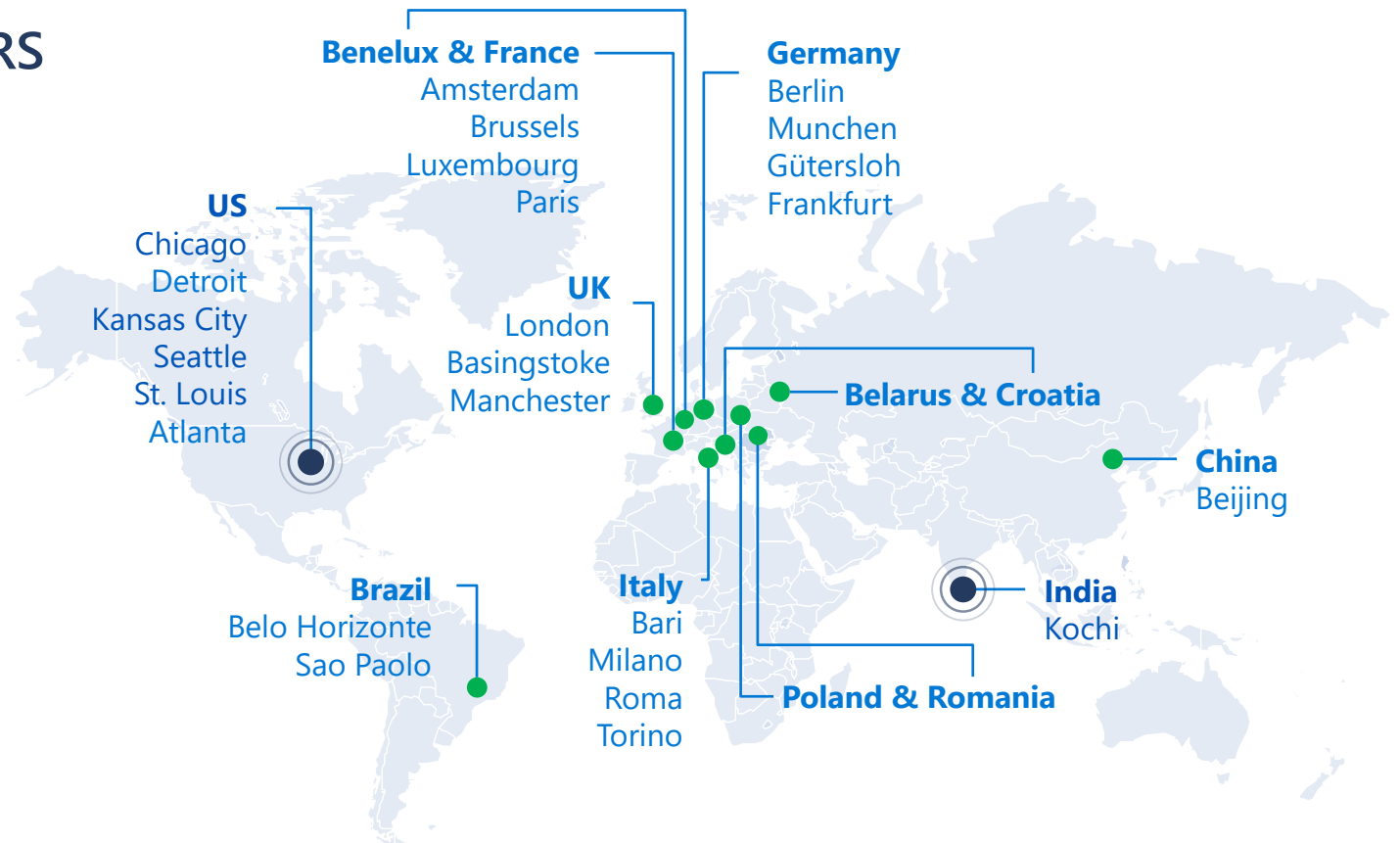
Specialization in digital transformation, innovation and deep industry expertise.

DEPTH

Specialized competency on consulting, system integration and digital services within the Microsoft ecosystem.

SCALE

11,000+ employees around the world.



MICROSOFT PARTNER

Programs and Expertise

- One of 7 Globally Managed System Integrator Partners
- One of only 30 Services partners to be managed globally (Outside of GISV & GSI Partners)
- Recognized leading global partner across all workloads
- 300+ Microsoft Certified Professionals
- Partner programs: Azure Expert MSP; Azure IoT Elite; Inner Circle for Business Applications; Mixed Reality; O365 Fast Track Ready; Power BI; Power Apps
- Cloud Solution Provider Direct in BR, DE, IT, and UK
- Premier Support for Partners global agreement
- Sitecore partner in IT, UK, DE, US



Data & AI
Azure



Modern Work



Digital & App Innovation
Azure



Security



Infrastructure
Azure



Business Applications

VALOREM REPLY SOLUTION AREAS



Product Transformation	Data & AI	Security	IT Modernization	Modern Workplace
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- Product Development
- Digital Strategy
- Application Development
- Customer Platforms
- Immersive Technologies

- Artificial Intelligence and Machine Learning
- Intelligent Edge (IoT)
- Data Security & Governance
- Modern Data Platform
- Modern Analytics Experience

- Zero Trust/Security Strategy
- Identity & Access
- Endpoints & Devices
- Threat Protection
- Compliance & Privacy
- Cloud Security Engineering

- Cloud Platforms
- Managed Services
- Security Services
- DevOps
- Application Modernization

- Employee Experience
- Collaborative Applications
- Business Process Automation
- Desktop Productivity

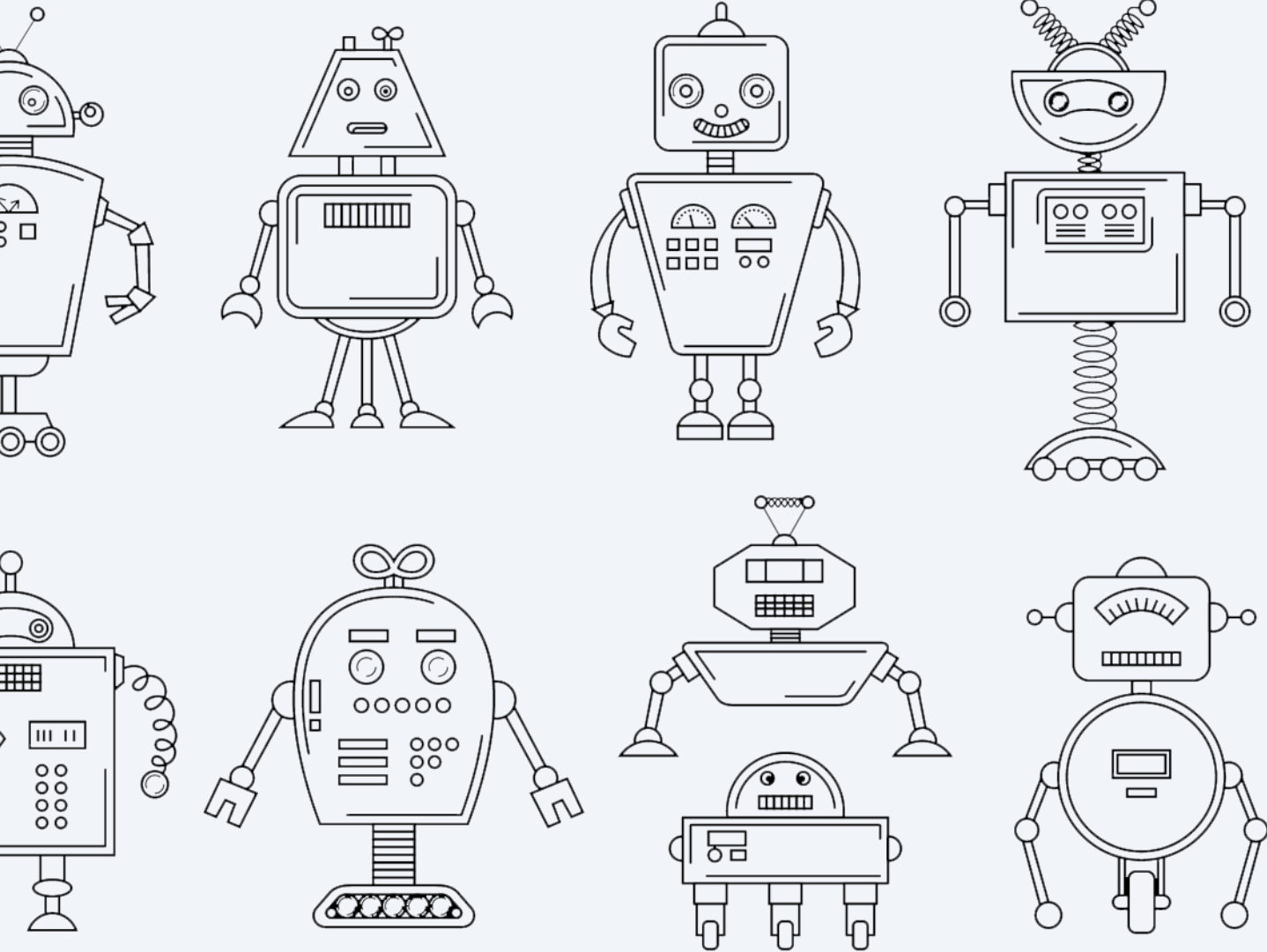
Shared Services

- Customer Experience
- UX Design
- Digital Strategy
- Adoption & Change Management
- Enterprise Technology
- Immersive Experiences
- Research



INTRODUCING VASA

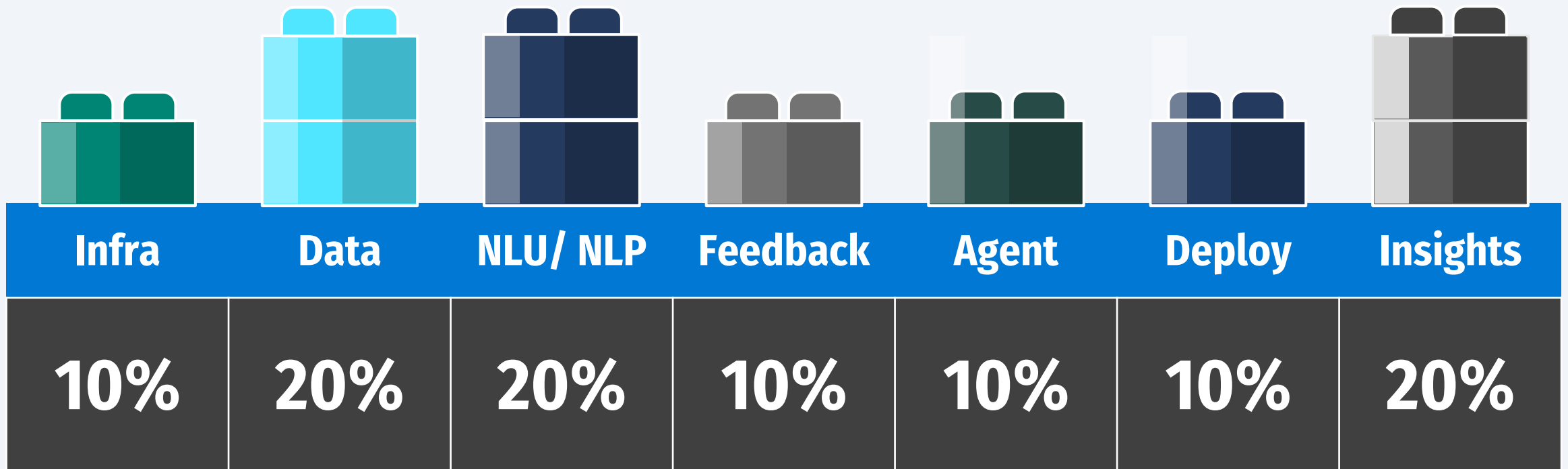


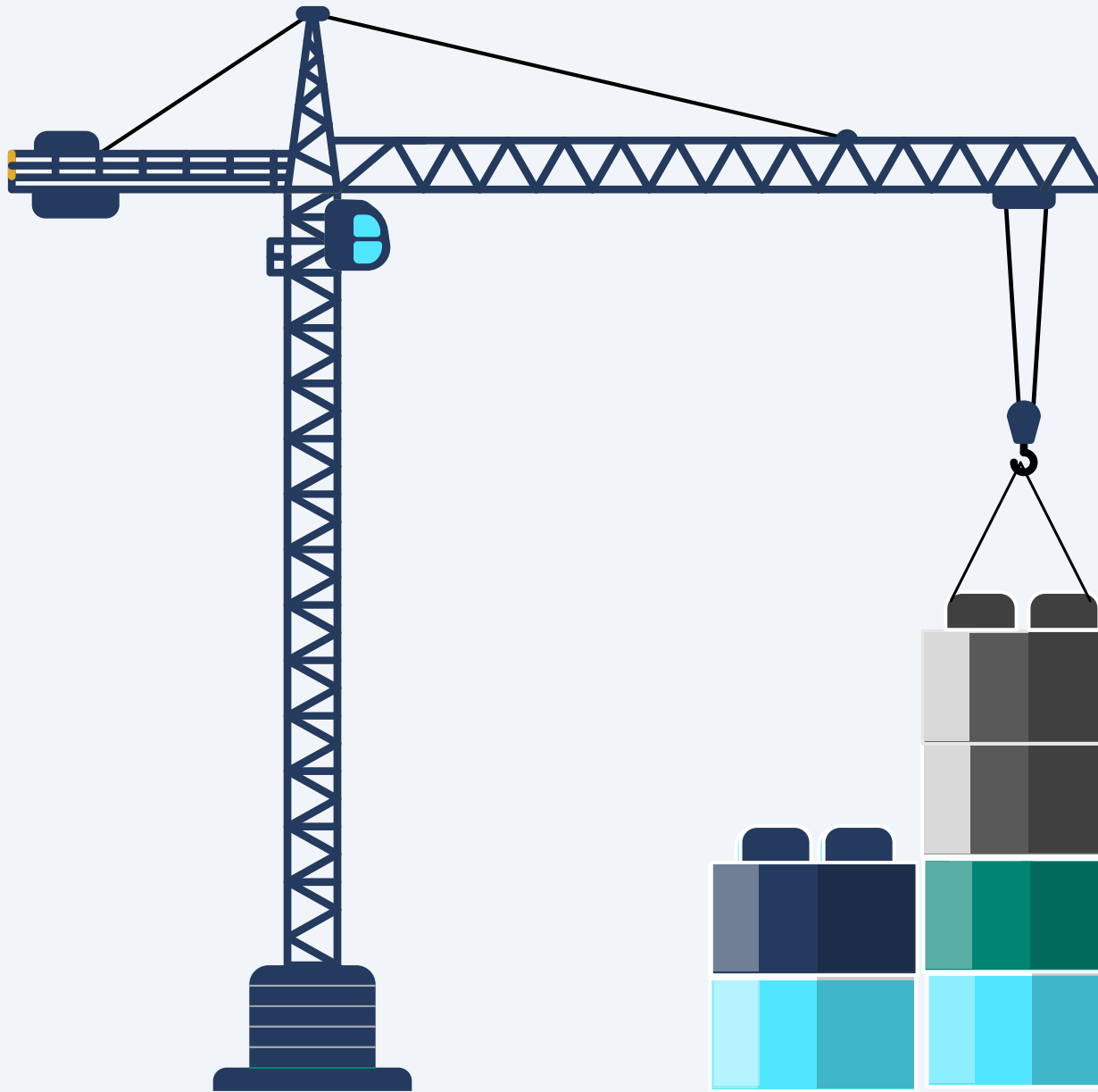


Virtual Assistants
come in all shapes
and sizes.



We understand that every Virtual Assistant is unique.
We also understand that behind every successful assistant is a set of common patterns, workflows, and technologies.





Based on our real-world engagements for customers, we have identified and abstracted the most crucial design aspects and the core capabilities that drive a robust bot.



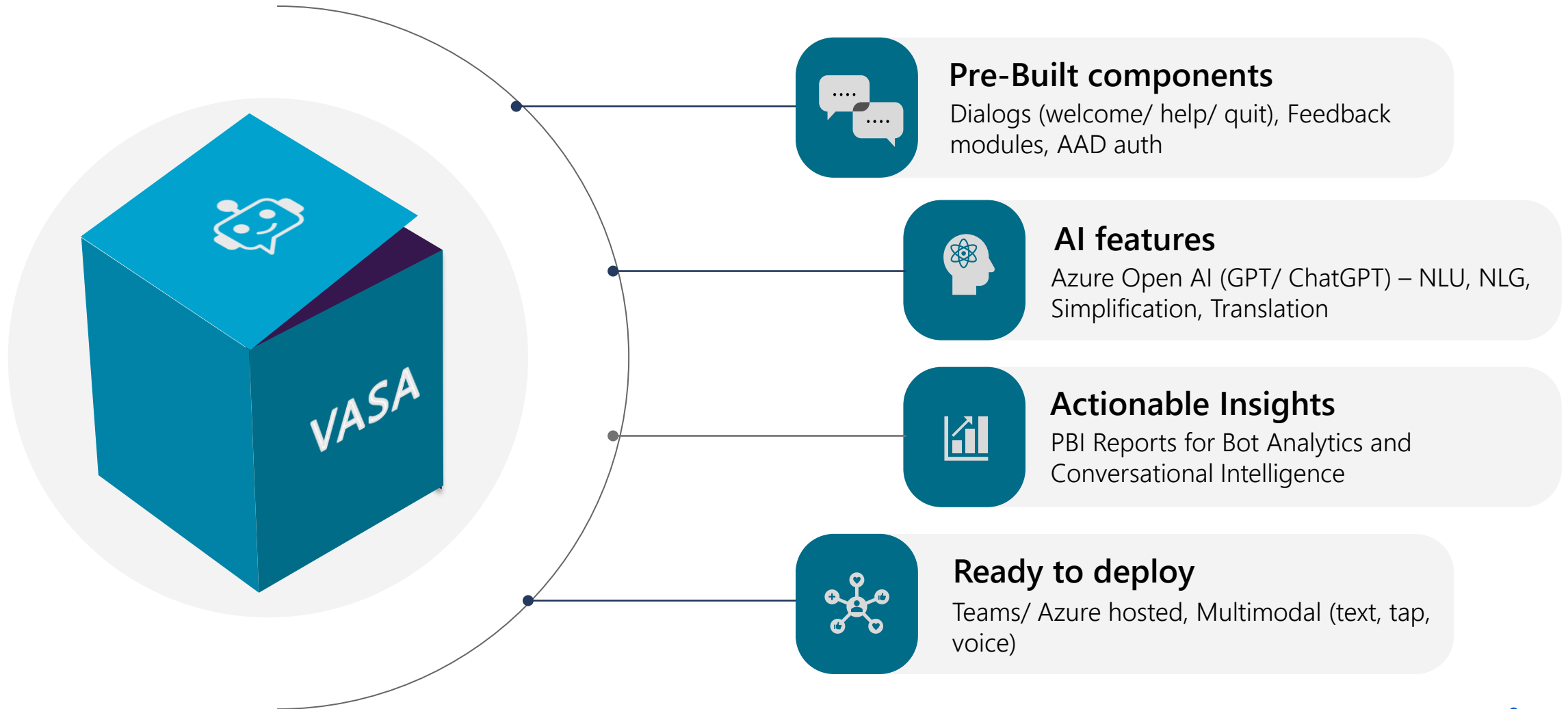


Leveraging our industry experience and the technical expertise of our multidisciplinary team, we have packaged these foundational blocks to produce the **Virtual Assistant Solution Accelerator (VASA)**.

Our custom Solution Accelerator packages the core functionality and design considerations required to *simplify and accelerate the development of any virtual assistant*.

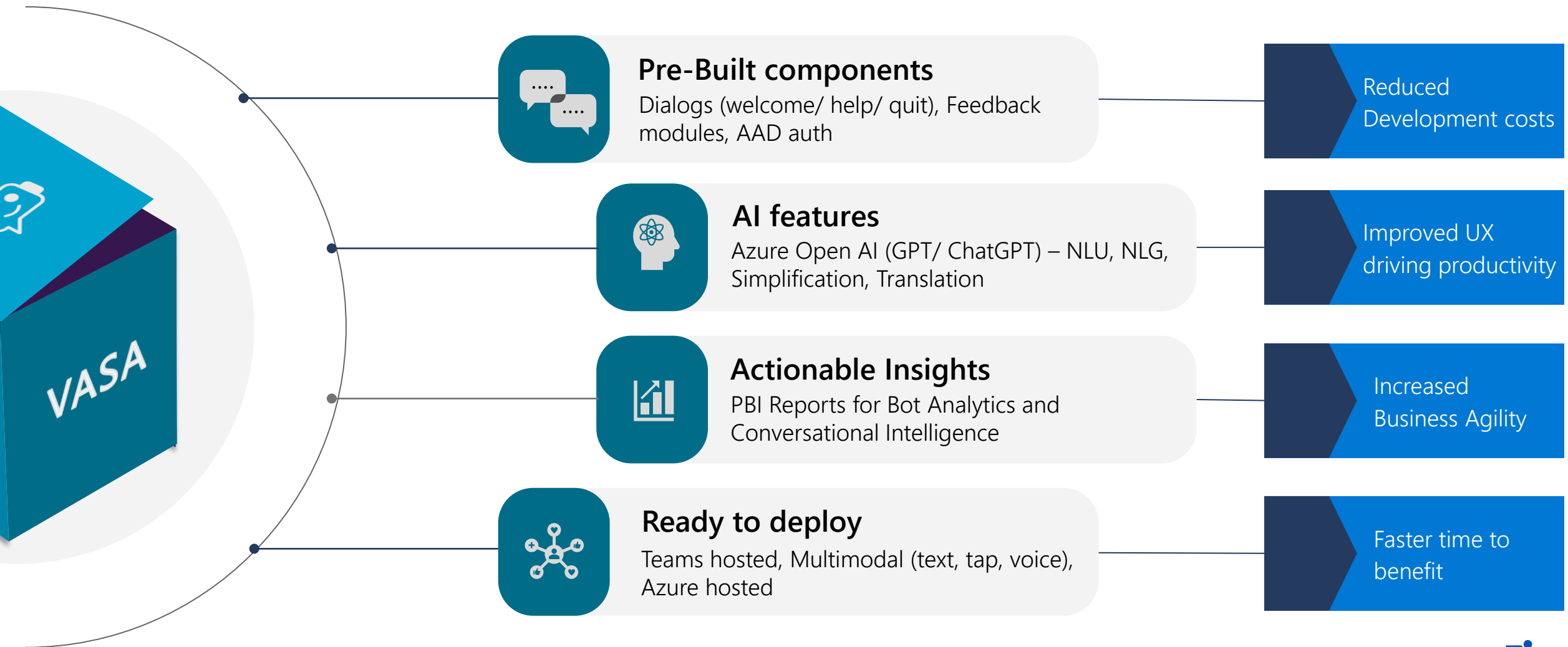
Why VASA

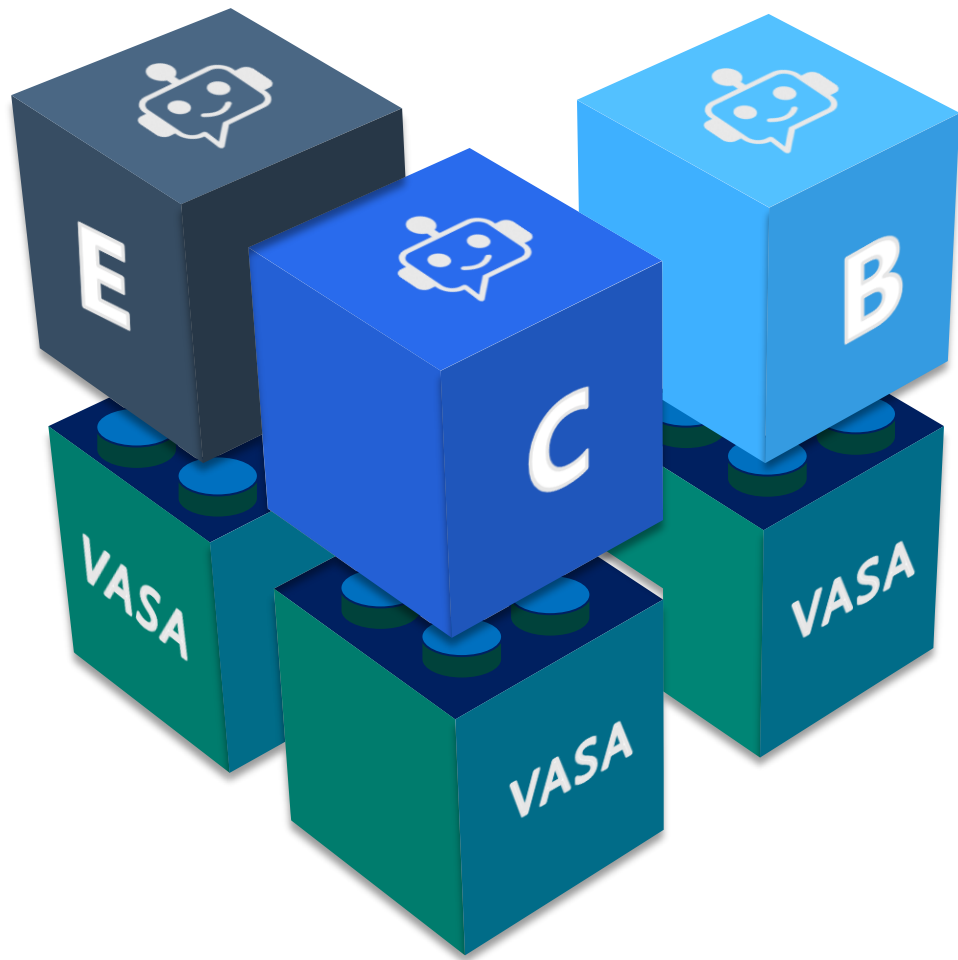
UNLOCK IMMEDIATE VALUE WITH OUT-OF-THE-BOX FUNCTIONALITY



Why VASA

UNLOCK TANGIBLE RESULTS FOR YOUR BUSINESS





Value proposition

Give us your business case and we will work closely with you to deploy a fully customizable end-to-end solution in your environment.

VASA provides us the platform and the unique ability to build intelligent assistants at speed and scale, for any industry, any business function. E.g., Retail, Healthcare, Enterprise.

VASA supports 3 variants
B2E: Employee Assist
B2C: Customer Assist
B2B: Biz Assist

**VASA FOR B2E:
EMPLOYEE ASSIST**



Employee Assist: Reinvent work experiences with AI

THE OPPORTUNITY

The Challenge

- **Discoverability** of essential information
- **Accessibility** of resources
- **High "Toggle Tax"** –Constant context switching can harm employee productivity and well-being.

"The average Fortune 500 employee toggles between apps approximately 1,200 times per day"- [Harvard Research](#)



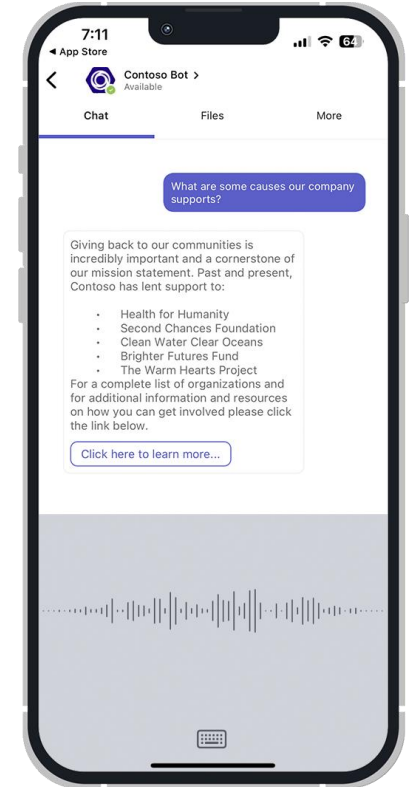
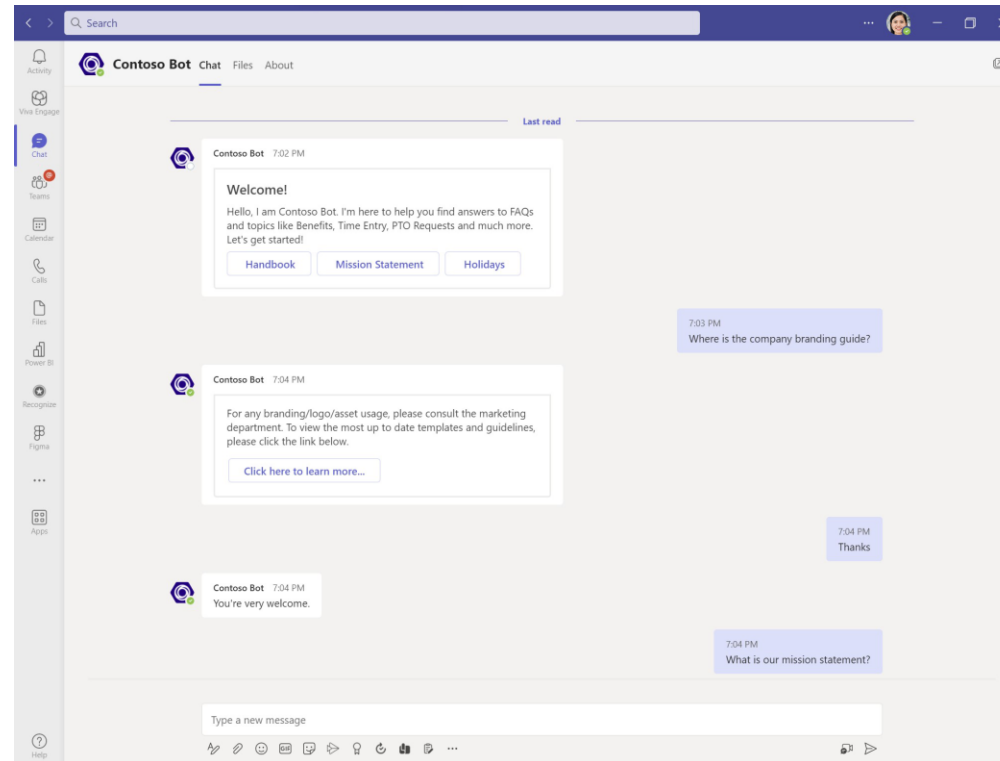
By seamlessly integrating essential information discovery, streamlining resource accessibility, and minimizing context switching, a virtual assistant will revolutionize workspaces, boosting productivity and driving insights.

The Goal

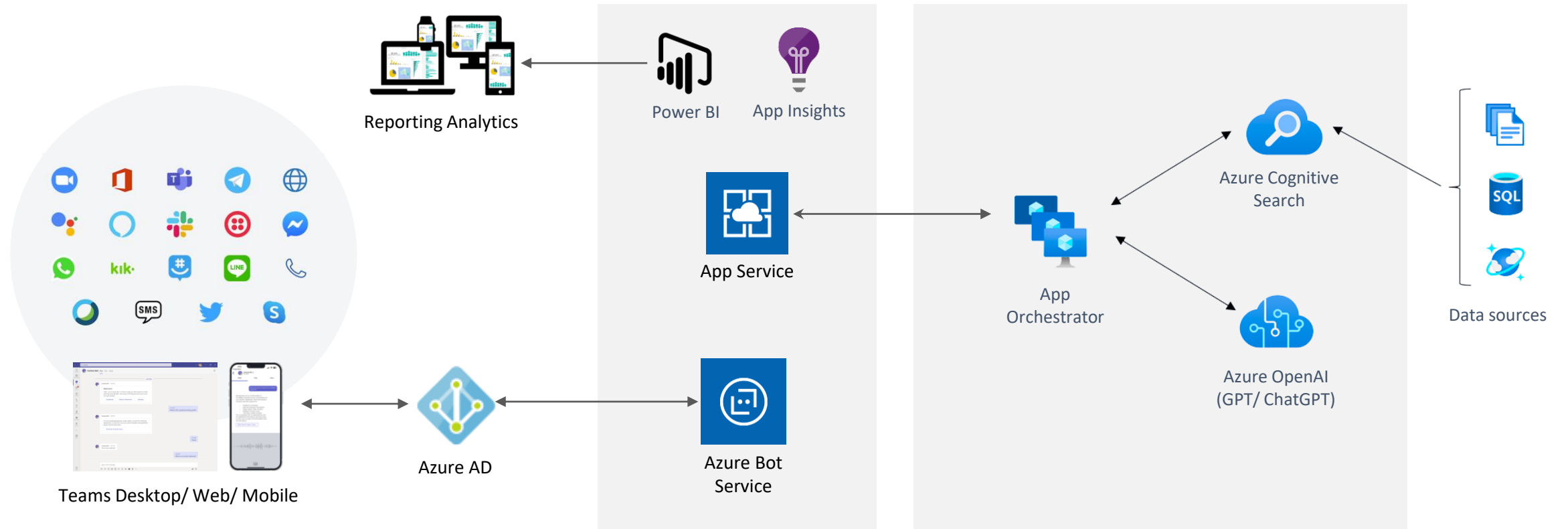


Employee Assist: Use-cases/ functions

- Internal Knowledge Base
- Employee Onboarding
- Compliance and Policy Enforcement
- IT Support
- Benefits Management
- Training & Development



Employee Assist: Reference Architecture



VASA FOR B2C: CUSTOMER ASSIST



Customer Assist: Revolutionize customer experiences with AI

THE OPPORTUNITY

The Problem

- **Channel Noise**- customers are overwhelmed by choice and information
- **Distraction**- more products compete across more channels for less mindshare
- **Profitability**- inadequate Proactive insights to drive operational efficiencies while still improving the customer experience.

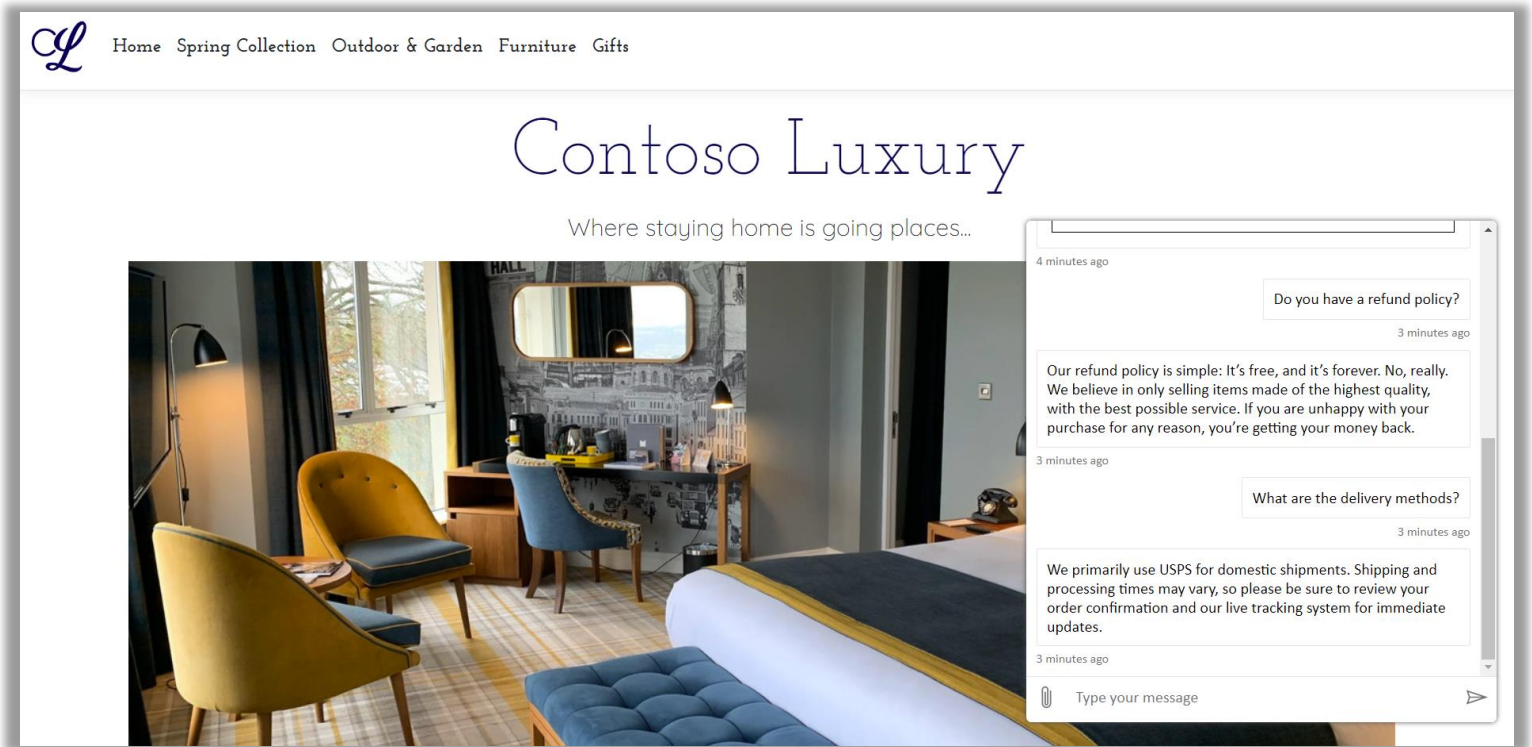


Provide customers with a seamless and personalized digital experience that meets their unique needs while delivering business insights that drive better decision-making.

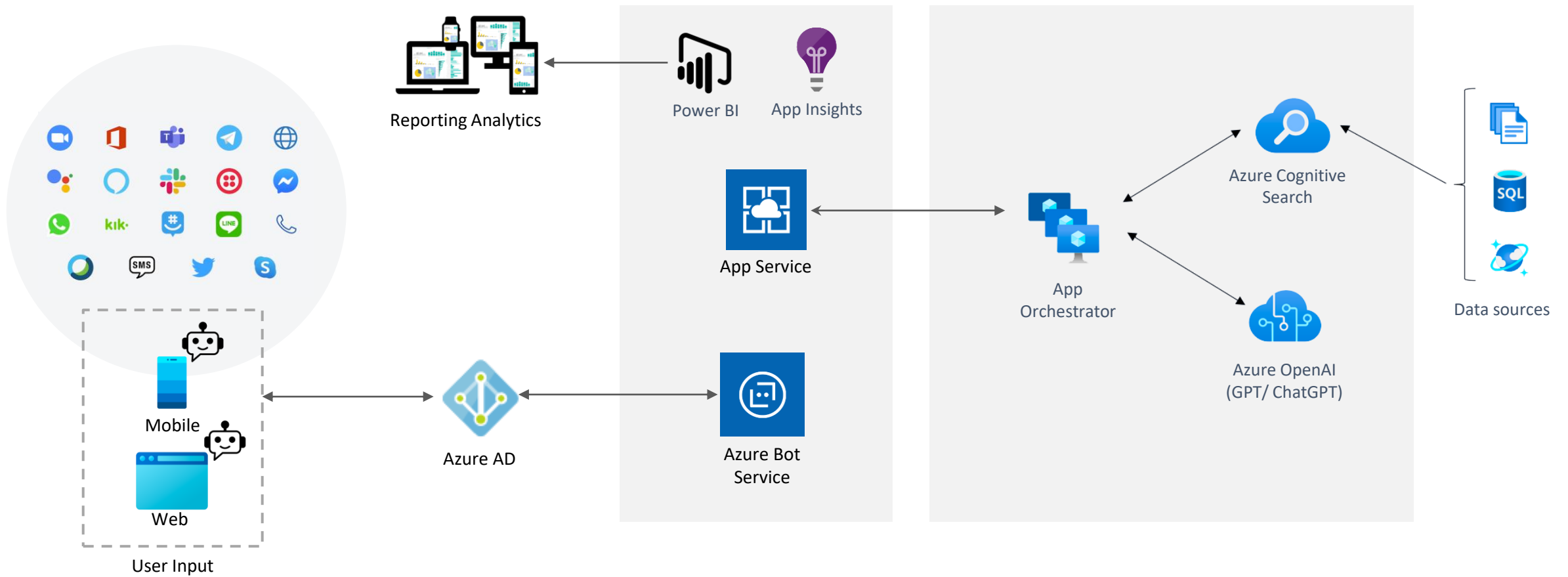
The Goal

Customer Assist: Use-cases/ functions

- Self-service Customer Support
- Personalized Recommendations
- Order Tracking
- Omnichannel experience
- Human hand-off
- Voice Integration
- Multilingual support

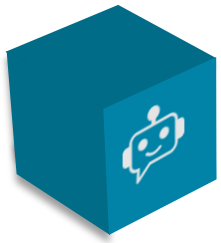


Customer Assist: Reference Architecture



OUR APPROACH





	Standard	Advanced	Expert
USER EXPERIENCE			
Conversational flow	Direct queries	Direct queries + Simple workflows	Direct queries + Complex workflows
Response format	Text responses	Text + Media responses	Text + Media responses
Feedback module	Supported	Supported	Supported
AI AND ANALYTICS			
Data Source	Custom data source	Custom data source	Custom data source
Natural Language Understanding	Supports up to 50 Topics	Supports up to 150 Topics	Supports 150+ Topics
Voice Assistance	Native support	Custom implementation	Custom implementation
Sentiment Analysis	Supported	Supported	Supported
Conversational Insights	Reporting on standard KPIs	Reporting on custom KPIs	Reporting on custom KPIs
Bot Analytics	Reporting on standard KPIs	Reporting on custom KPIs	Reporting on custom KPIs
INTEGRATIONS			
Integration with External services/ Enterprise systems	NA	Supported	Supported
Channel Integration	Teams/ website	Custom channel integration	Custom/Multiple channel integration
Deployment	Azure	Azure	Azure
Proactive alerts	NA	Custom alert configuration	Custom alert configuration
	2+ weeks	1-2 months	3-6 months

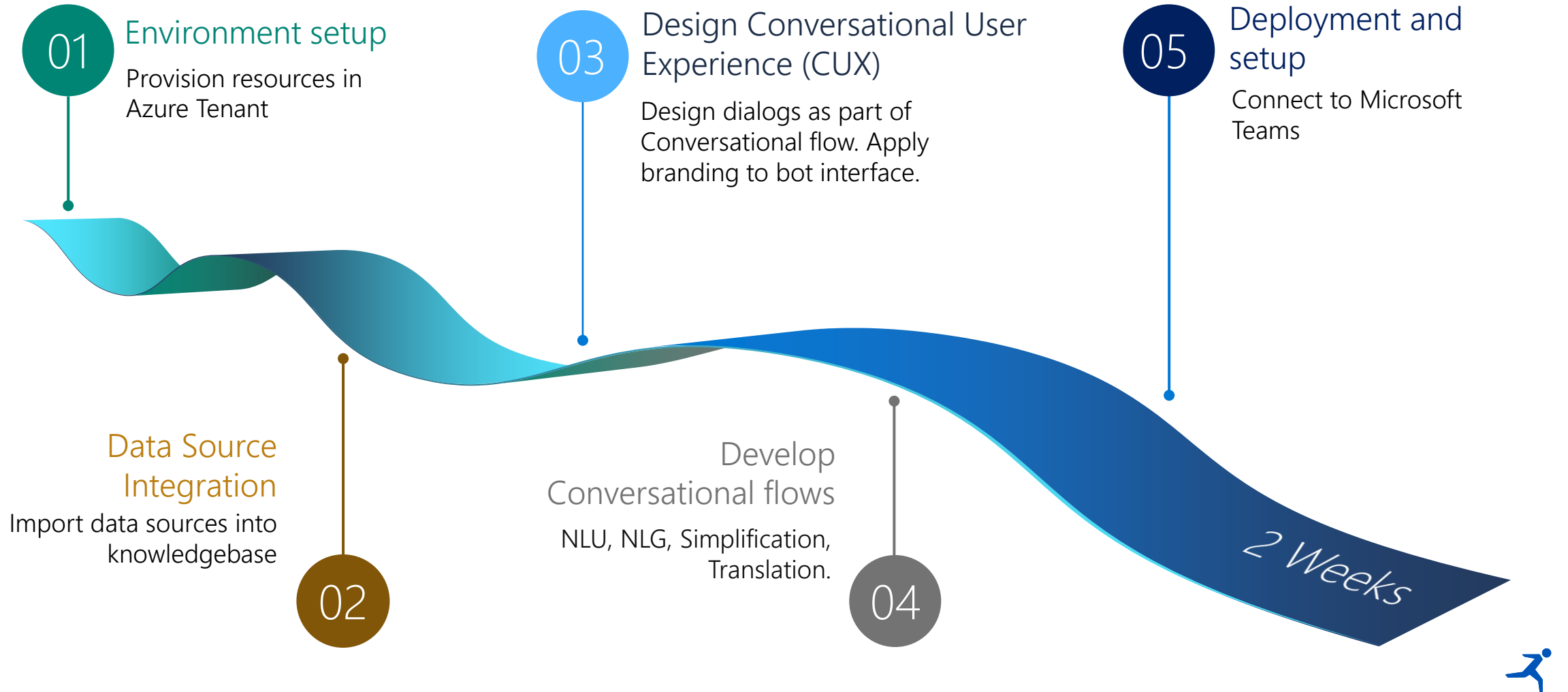
Enterprise Readiness

- ✓ High Availability
- ✓ Security and Compliance
- ✓ Scalability
- ✓ Performance Optimization
- ✓ Monitoring and Diagnostics
- ✓ Cost Optimization
- ✓ Extensibility and Maintainability
- ✓ User Experience and Engagement
- ✓ Monitoring and Analytics
- ✓ Localization and Accessibility
- ✓ Change Management
- ✓ Responsible AI: Impact Assessment
- ✓ Continuous Improvement & Iteration



Timeline: Standard Virtual Assistant

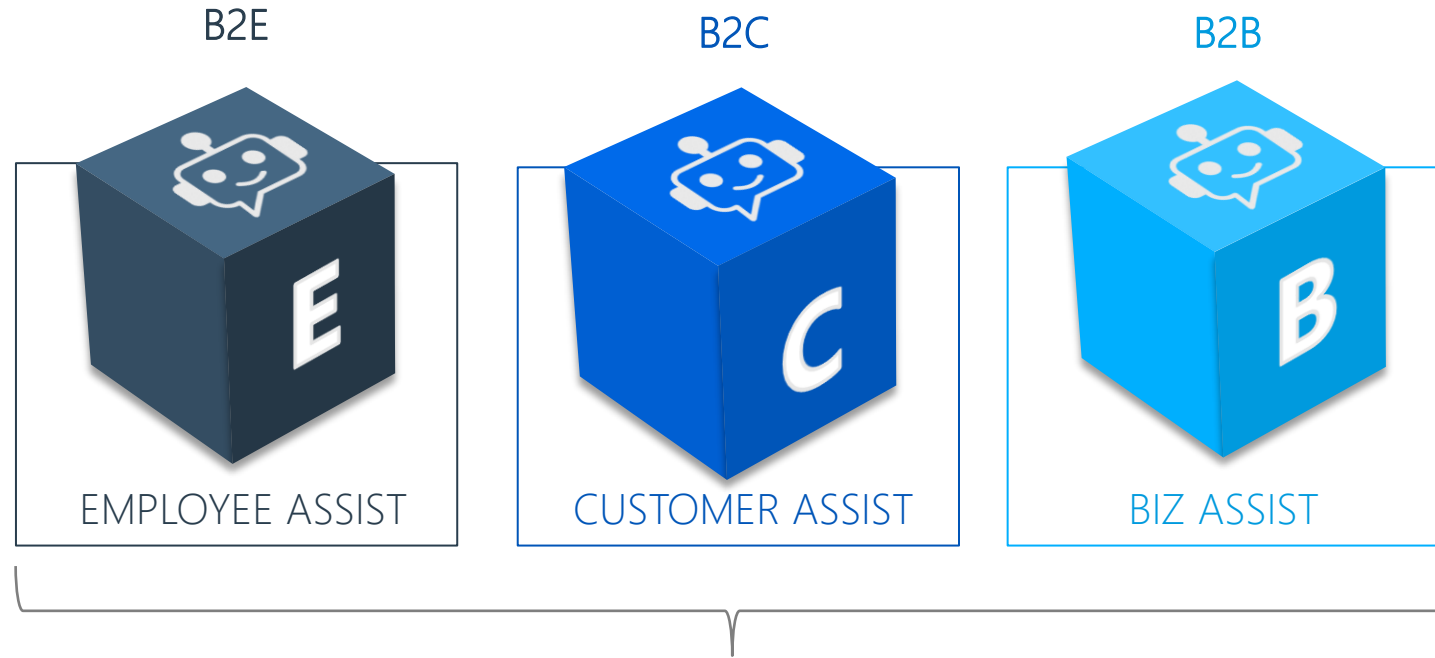
ELEVATE YOUR EX TO THE NEXT LEVEL IN 10 DAYS



CONCLUSION



Every business is a Language business

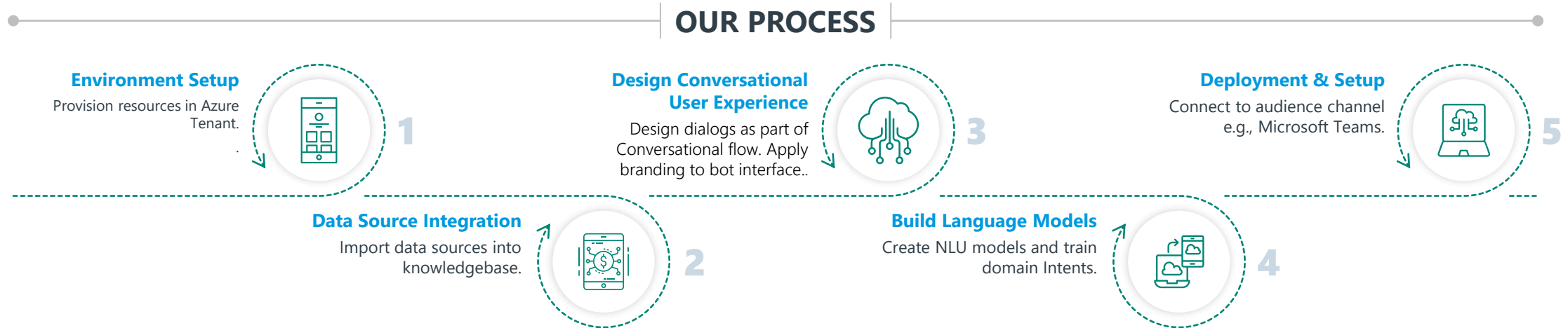


ENTERPRISE - RETAIL - EDU - SDP - INSURANCE - LEGAL - HOSPITALITY - BANKING - MANUFACTURING



VASA: OPEN AI-POWERED VIRTUAL ASSISTANT SOLUTION ACCELERATOR

OUR PROCESS



DURATION



2+ weeks

DELIVERABLES



AI powered virtual assistant solution deployed in customer environment.

OUTCOMES



- Reduced Development costs
- Intuitive and Intelligent UX
- Increased Business Agility
- Faster time to benefit

Thank you

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