

NAVIG | AI Platform

ASK NAVIG powered by Azure OpenAI

January 2024



Generative AI has been capturing headlines all over the world for more than 6 months

Nvidia CEO Says Generative AI is an 'iPhone Moment'

PayPal CEO: AI will lower costs for 'years to come'

Generative A.I. Can Add \$4.4 Trillion in Value to Global Economy, Study Says

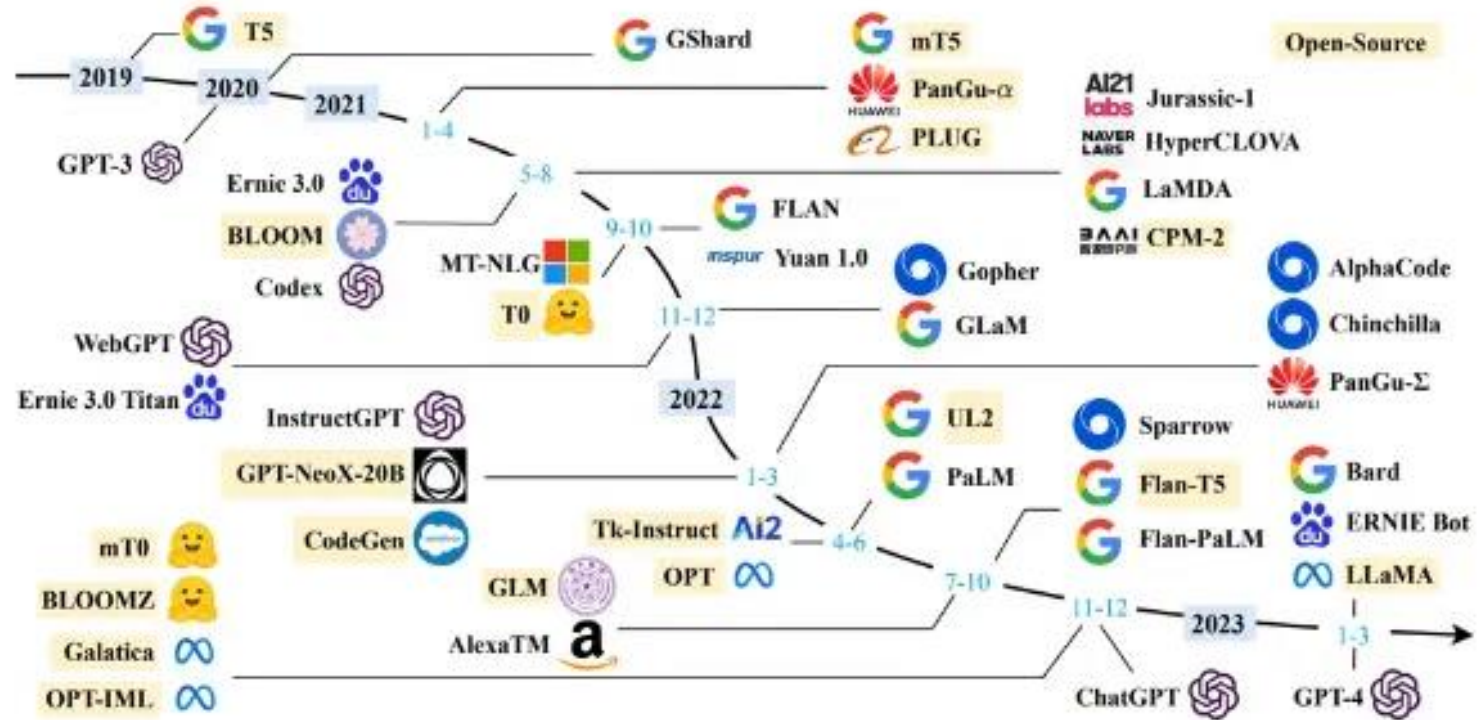
The New York Times

Generative AI Will Change Your Business. Here's How to Adapt.

by David C. Edelman and Mark Abraham

April 12, 2023

Harvard Business Review



And is expected to significantly transform & reinvent business in the near-future

A new survey of more than 500 senior IT leaders reveals that a majority (67%) are prioritizing generative AI for their business within the next 18 months, with one-third (33%) naming it as a top priority.¹

Salesforce's new Generative AI in IT Survey reveals that over half of senior IT leaders are either experimenting with or actively using generative AI in their business.¹

60-70%

Potential to automate employee time today and increase productivity²

75%

Value delivered by GAI falls across four areas²

Software Engineering

Sales & Marketing

Customer & Employee Operations

R&D and Product Design

40%

Enterprise applications will have embedded conversational AI by 2024³

1. Salesforce, 3/5/23
2. The Economic Potential of Generative AI, McKinsey, 6/14/23
3. Gartner Insights, 2023

Successful enterprise generative AI deployments require unique skillsets and experience

Common Challenges and Barriers

- Accuracy of generations
- Business context and relevance
- Cost predictability
- Data security and privacy

To Build A GenAI-Powered Business App, You Need More Than An LLM

Ted Schadler, VP, Principal Analyst NOV 13 2023

If you believe the headlines, large language models (LLMs) will magically reinvent how generative AI (genAI)-powered business applications get built: "Just jam your knowledge into a fine-tuned, vector-embedding, prompt-engineered large language model from one of the big players."

Things just aren't that easy. You need way more than a customized large language model to build and operate a genAI-powered business application. That simplistic approach won't scale, won't be cost-effective, won't fully protect you, and won't put all your proprietary knowledge to work.

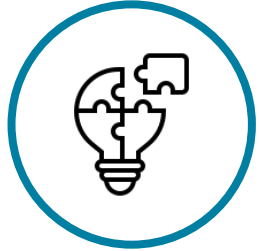


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Forrester Research, Nov 13, 2023

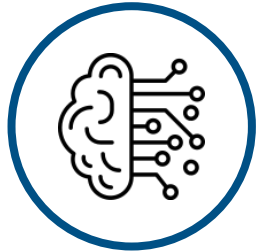
Source: <https://www.forrester.com/blogs/to-build-a-genai-powered-business-app-you-need-more-than-an-llm/>

Infogain is uniquely positioned to rapidly develop generative AI solutions to meet unique business need and requirements



Hands on experience developing AI-powered business solutions

Avoid development pitfalls and rapidly realize a return on investment



Pre-built generative AI components

Launch transformative solutions more quickly and cost effectively



Software engineering expertise

Customize implementations and extend capabilities into adjacent systems to broaden the business impact

Introducing ASK NAVIK powered by Azure OpenAI

ASK NAVIK is an **enterprise ready**, **customizable** and **comprehensive** solution that can be deployed wherever business and technology teams require the power of generative AI. ASK NAVIK is powered by your unique business data, unlocking employee productivity and accelerating competitive advantages.



Enterprise ready

ASK NAVIK delivers all the capabilities and promise of generative AI. It is purposefully designed to work safely and effectively inside a business organization.



Customizable

ASK NAVIK addresses a wide range of business needs and use cases with flexible and modular solution components



Comprehensive

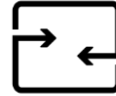
ASK NAVIK provides the entire generative AI solutions lifecycle including data ingestion, data processing, powerful models, prompt engineering, a front-end, governance and much more.

ASK NAVIK includes flexible, pre-built components enabling efficient development of generative AI solutions



Front-End Components

- Delivers an unparalleled user experience with intuitive and customizable interfaces, putting the power of generative AI insights at users' fingertips.
- Deploy the solution where your business users need it most ensuring productivity is enhanced in moments of need.



Input / Output Orchestration

- Optimize prompt inputs with intelligence that facilitates precision from every generation.
- Tailor outputs to speak your business's language, adhere to business rules & formatting requirements and conform to business & regulatory compliance requirements.



Data Pipeline and Ingestion

- Ensure a robust foundation for informed decision-making from seamless data integration that is efficient, reliable and secure.

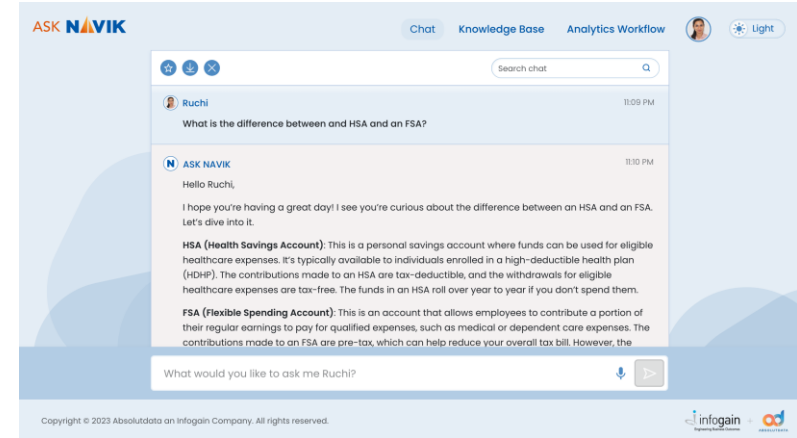
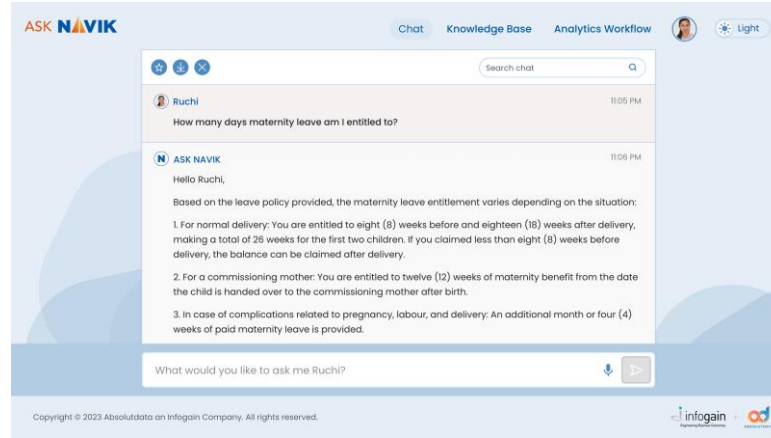


Administrative Tools and Operational Expertise



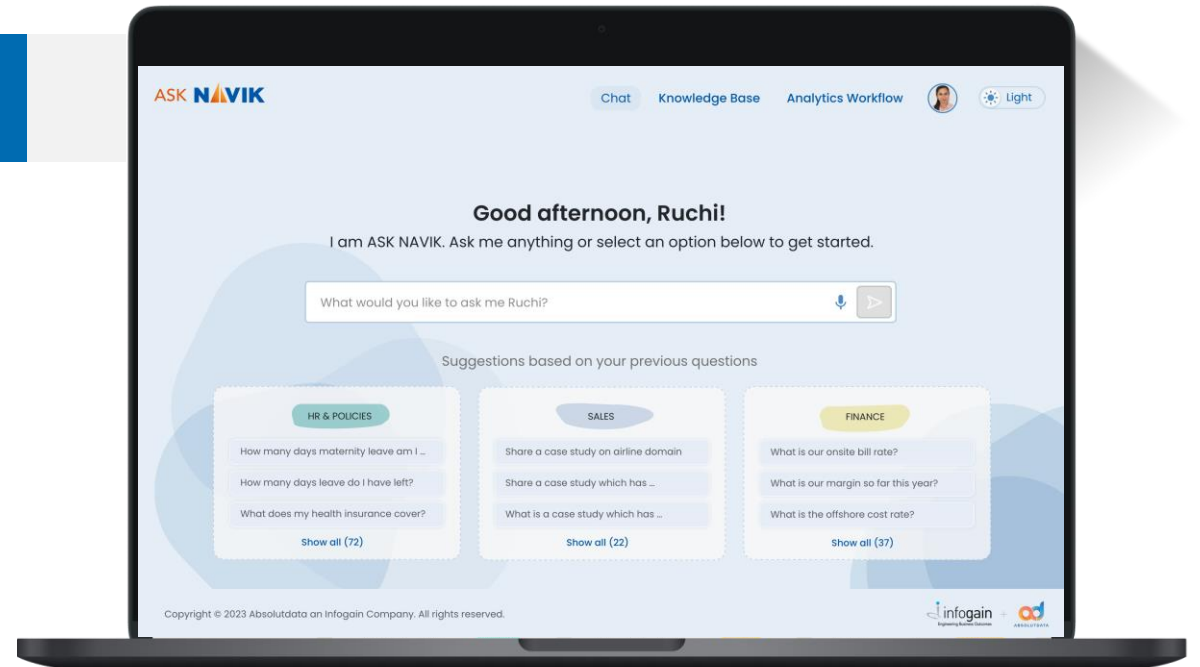
Allow Infogain to handle the complexities of system management and scalability, streamlining deployments and driving continuous learning while you focus on business outcomes.

This solution enhances employee experience by providing personalized responses to user queries regarding HR policies, leaves, training programs and more. Responses are customized based on the user's role, seniority level and previous engagement.

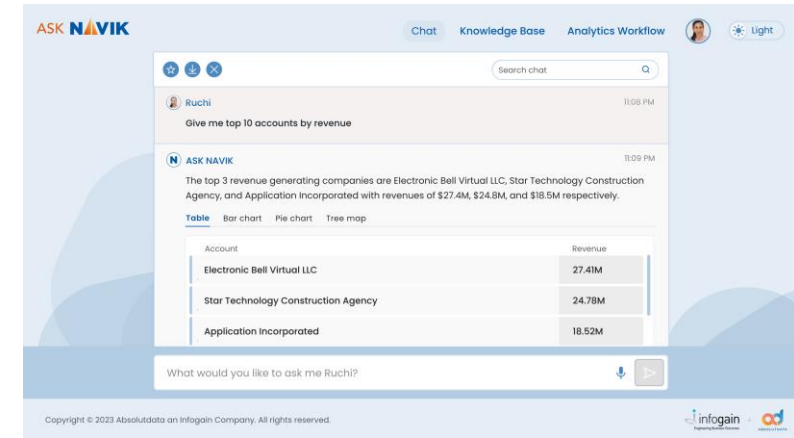
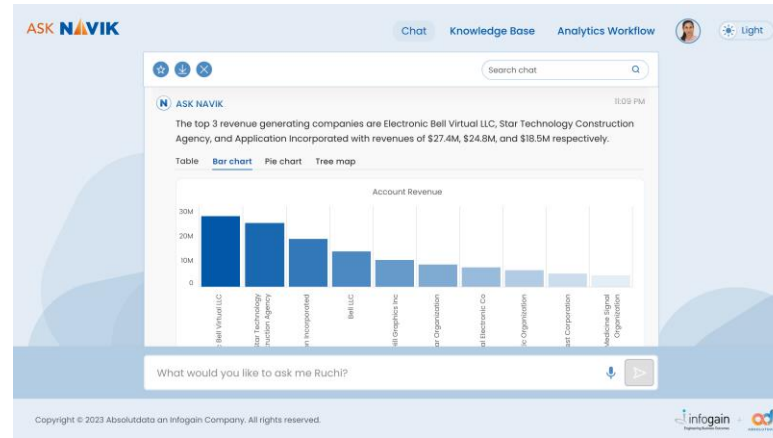


ASK NAVIK for Employee Experience includes:

- Integration with the organization's HRIS to deliver personalized insights.
- Azure Cognitive Search, a semantic search functionality to return the most relevant responses.
- A knowledge base interface where administrators can easily add new documentation as policies are updated.

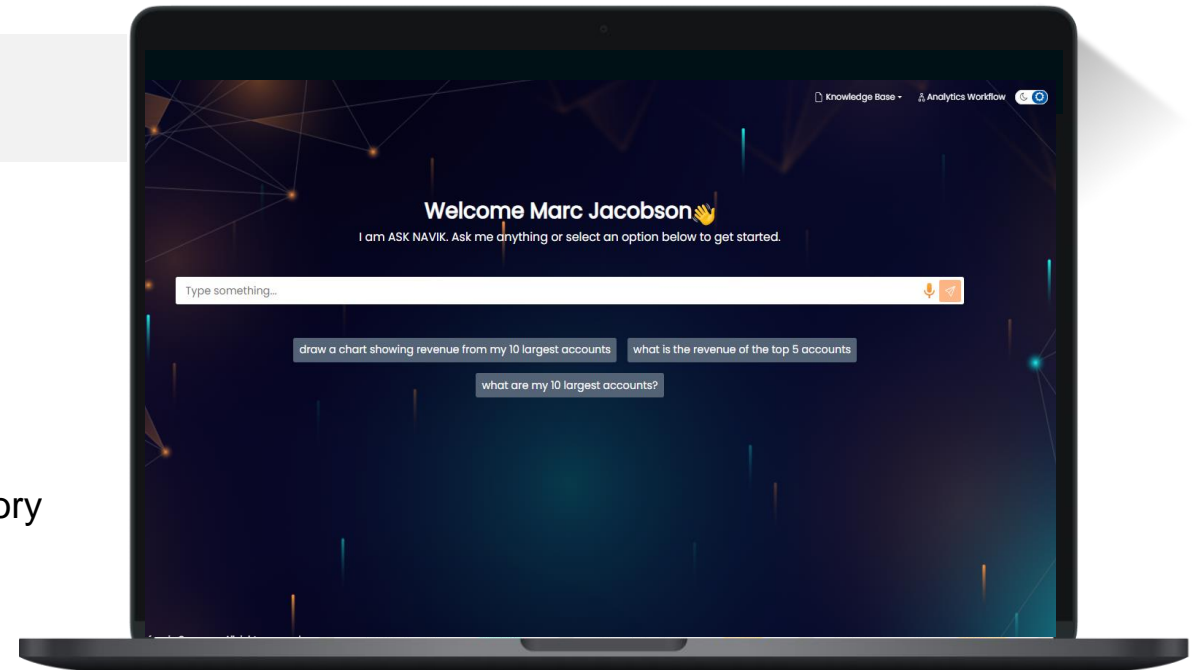


This solution improves the productivity and effectiveness of finance professionals by providing insights related to revenue, margin, operational data and more. Rich visualizations including charts, graphs and tables are dynamically generated based on natural prompts.

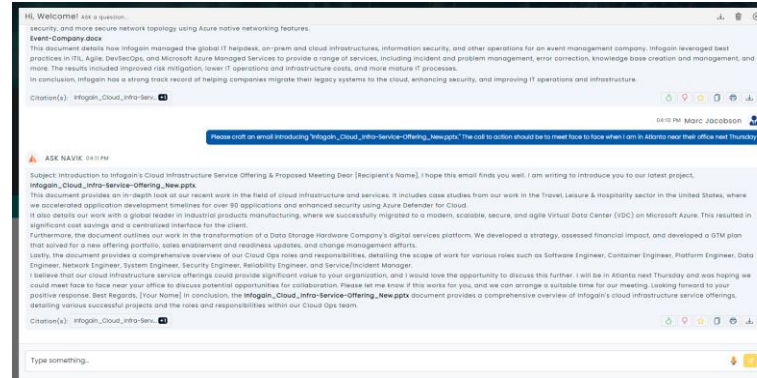


ASK NAVIK for Finance Insights includes:

- Analysis of structured data, powered by converting user prompts to a SQL query using a LLM and then intelligently routing the query to the finance database.
- Ability to toggle between different chart types including bar charts, line graph and table views.
- User access and control provisioned through Active Directory



Infogain's Sales Buddy is a one-stop show for marketing content serving the varied needs of field sales teams. By layering ASK NAVIK on top of the repository, sellers can now use natural prompts to rapidly find relevant content and can even craft outreach messages specific to an asset.



Cloud Infrastructure

Cloud Infrastructure provides the foundation for building secure, agile, scalable and cost-efficient platforms. Extensible platforms scale smoothly so you can build services, products, experiences, insights, intelligence, automation, and more.

GUIDING PRINCIPLES

Cloud is a Transformation Enabler

Embrace Cloud First to accelerate innovation & transformation

Cloud Maturity is a Journey

Use a defined maturity model to incrementally achieve cloud maturity

Cloud Center of Excellence (CoE)

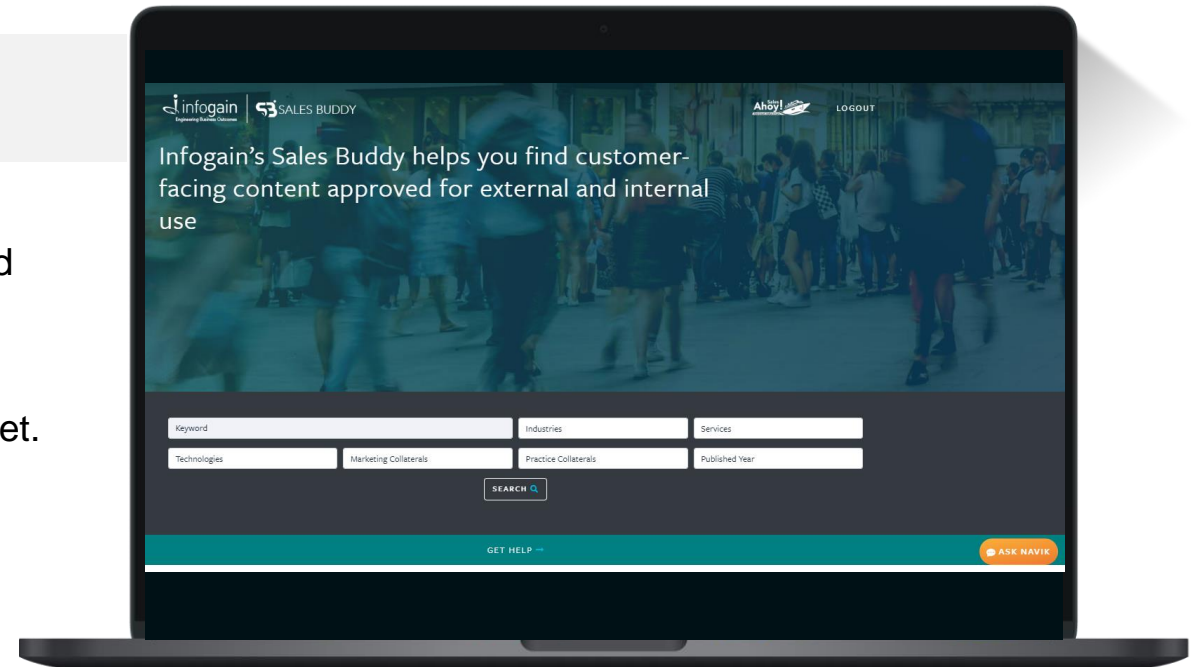
Establish a Cloud CoE early to define and execute your cloud strategy

KEY PARTNERSHIPS



Sales Buddy Powered by ASK NAVIK includes:

- A real-time, Content Management System feed to ensure new assets are continuously added. CMS metadata is used to create the most accurate and useful generations.
- A citations pane to help the user refer to the source information and quickly download and engage with the asset.
- GPT-4 LLM accessed through the Azure OpenAI service



This solution provides product development teams access to the insights of the most Knowledgeable person in the project. It organizes the vast product knowledge base like a living encyclopedia. This allows teams to tap in to this wealth of knowledge whenever they encounter challenges in their project. It's goal is to improve team's productivity, creativity and work satisfaction.

ASK NAVIK for Knowledge Management includes:

- A personalized user friendly product CoPilot with cross functional expertise in wide variety of topics tied to the product/project knowledge. This includes topics such as requirements, testing, design & architecture, code, operations and more...).
- A centralized, secure, and encrypted private knowledge vector database is designed to maintain the core knowledge within an organization's boundary.
- Designed to be highly configurable, this tool offers optimized context synthesis and semantic searching. It generates the most contextually relevant responses for different sets of personas working within the team.
- Adheres to an organization code of conduct policy to maintain ethical and professional conduct.

The image displays two screenshots of the ASK Neo! chat interface. The top screenshot shows a conversation where the user asks "how would you define yourself?" and the AI responds as a "Senior SME for Lyve Services at Seagate". The bottom screenshot shows a comparison query about "LYVE Mobile DTaaS vs AWS SnowBall" with a detailed AI response. Both screenshots include a "Conversation Settings" panel on the right with options for Style (Precise/Balanced), Inferring Capability (Standard/Advanced), Response Length (short/long), and Audio (Speak/Mute). The interface also shows user location (Country: US, IP: 76.30.95.156) and local time (06:09:04).

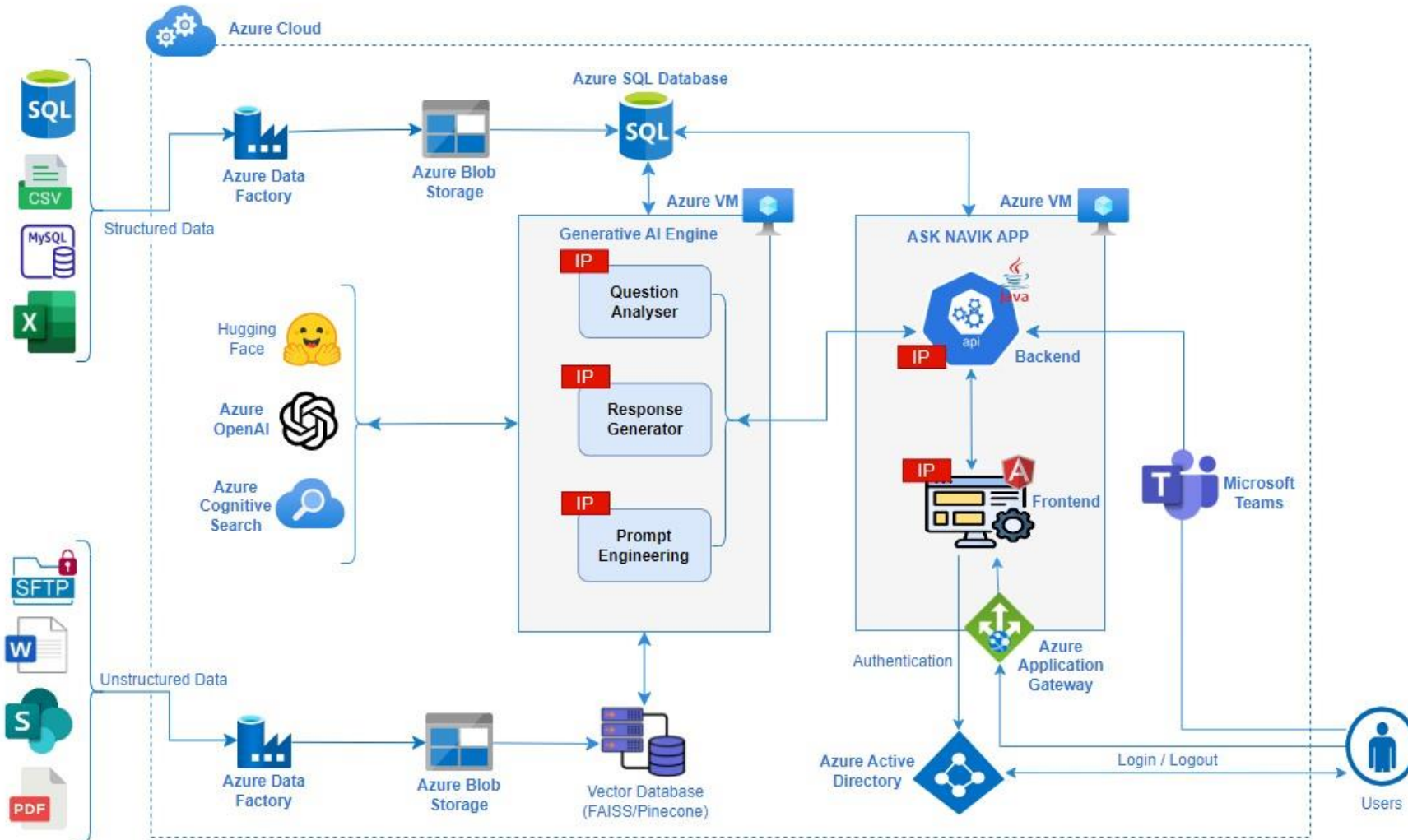
This solution does an intelligent health check of business application by analyzing log snapshots in real time. It generates a health report with all the crucial information, first RCA, Issue analysis and suggestions to the operations team in a proactive manner. It aims to reduce time to closure and improve site reliability. Eventually leading to better conversion rates, customer experience and reduction in operations cost.

ASK NAVIK for Finance Insights includes:

- An SRE (Site Reliability) CoPilot personality with application knowledge - who is continuously watching, analyzing health of business application and assisting operations team.
- Real time integrations with disparate logging sources (azure application insights, fraud detection and location apis, database logs) and a private vector database of application knowledge.
- Ability to run as a service and email health reports to the operations team.

The top screenshot shows a chat interface for 'ASK Neo!' with the user asking 'partly do we engage with for our application penetration testing scan?'. The AI assistant responds with a detailed message about the service, including location and website information, and lists various security services offered. The bottom screenshot shows a chat interface for 'ASK Neo!' with the user asking 'how is the health of our application right now?'. The AI assistant responds with a 'quick health report' showing a 'Status: Green', 'Duration: Logs analyzed for timestamp 2023-09-04T10:18:39.22Z', and an 'Overview' stating that all requests to the KMS service were successful. It also includes 'Business Impact' and 'Service Impact' sections.

ASK NAVIK Powered by Azure OpenAI Technical Architecture



ASK NAVIK Powered by Generative AI Win Story

The Middle East's largest food & beverage manufacturer and distributor, asked Infogain to deploy ASK NAVIK Powered by Generative AI on their knowledge and insights platform to improve productivity and drive down costs

The Client Opportunity:

- Infogain first deployed ASK NAVIK with this client in 2018. A content discovery solution helped users search a knowledge base of unstructured market insights data.
- The solution was an early example of an AI-enabled platform powered by IBM Watson. User demand has been consistent, but the client wanted to reduce overhead and unlock additional productivity.
- For example, the old solution was not capable of document summarization and would only highlight relevant sections of reports.

The ASK NAVIK Solution

- The enhanced ASK NAVIK solution will replace IBM Watson with a generative AI engine powered by a vector database and OpenAI's GPT-4.
- The solution will return responses in a natural and conversational way and will handle queries related to both structured and unstructured data.
- Document summaries, charts and comparisons will be easily generated based on a simple user prompt.
- Responses will be personalized based on the user's role and summarizations will include citations to suppress any risk of hallucinations.

Expected Business Impact

- Significant effort reduction when loading new documents into the knowledge base. Instead of having to re-train models when new documents are added, ASK NAVIK will create the relevant embeddings in a vector database in an automated fashion.
- Elimination of dependency and licensing expenditure on IBM Watson (\$16k+ annually)
- Enhanced productivity driven by superior content discovery, summarization, and content creation capabilities.

ENGINEERING BUSINESS OUTCOMES

Join us on our journey

Thank you