AISERA

Enterprise AI Search

Personalized & Permission-aware Gen AI-powered Search

Aisera's Gen AI-powered Enterprise Search discovers information across all apps and data repositories to provide personalized and accurate search results based on user behavior & permissions. It elevates user experiences with contextually-aware responses and provides micro-actions to get work done all while maintaining organization security and privacy. Aisera's AI Search revolutionizes information retrieval, providing instant access to information and saving hours of manual searching.

90% Cost Savings

150K Hours Saved Per User Per Year

85% CSAT Improvement

Aisera Customers

BDO · GAP · GILEAD · VISTRA · Alcon · vmware · CENTENE Corporation · BROADCOM

Bjorn Jonsson
Technical Program Manager
snowflake

"...we can now quickly resolve customer inquiries in seconds through self-service. It's amazing how Aisera's Generative AI assistant can automate our customers' requests while delivering personalized and humanized conversational experience at scale."

David DeMarco
SVP of Business Technology
carta

"Our self-service rate is over 70%, well above the industry average of 20 to 30%. We are using the built-in analytics to determine what is and is not working and tuning the ontology to be even more specific to our business. That should raise that rate even higher."

Key Use Cases

Engineering
Search Technical Documentation, Tickets & Code Retrieval, Root Cause Analysis & Troubleshooting

Finance
Financial Data Retrieval & Analysis, Cost Management & Expense Tracking, Financial Performance

Sales
CRM, Product Knowledge & Documentation Retrieval, Sales Enablement, Access Sales Collaterals

Marketing
Market Research & Competitive Analysis, Product & Content Discovery, Customer Insights, Campaign Planning

HR
Employee Onboarding & Training, HR Analytics & Reporting, Enhance Employee Self-Service and HR Portals

IT
IT Asset & Service Management, System & Network Monitoring, IT Knowledge Management & Documentation

Key Capabilities

RAG-enabled (Retrieval Augmented Generation) AI Search

Combines real-time information retrieval from various sources, including both structured and unstructured data, with answer summarization to create coherent and relevant responses

Domain-Specific LLMs for Enterprise Business Groups

Generate precise and personalized & relevant search results with domain-specific LLMs, ultimately enhancing the accuracy of the generated responses

Contextual Search and Knowledge Discovery

Personalize your search results with an up-to-date knowledge graph, presenting highly relevant information based on individual interactions, profile, location, behavior and search history

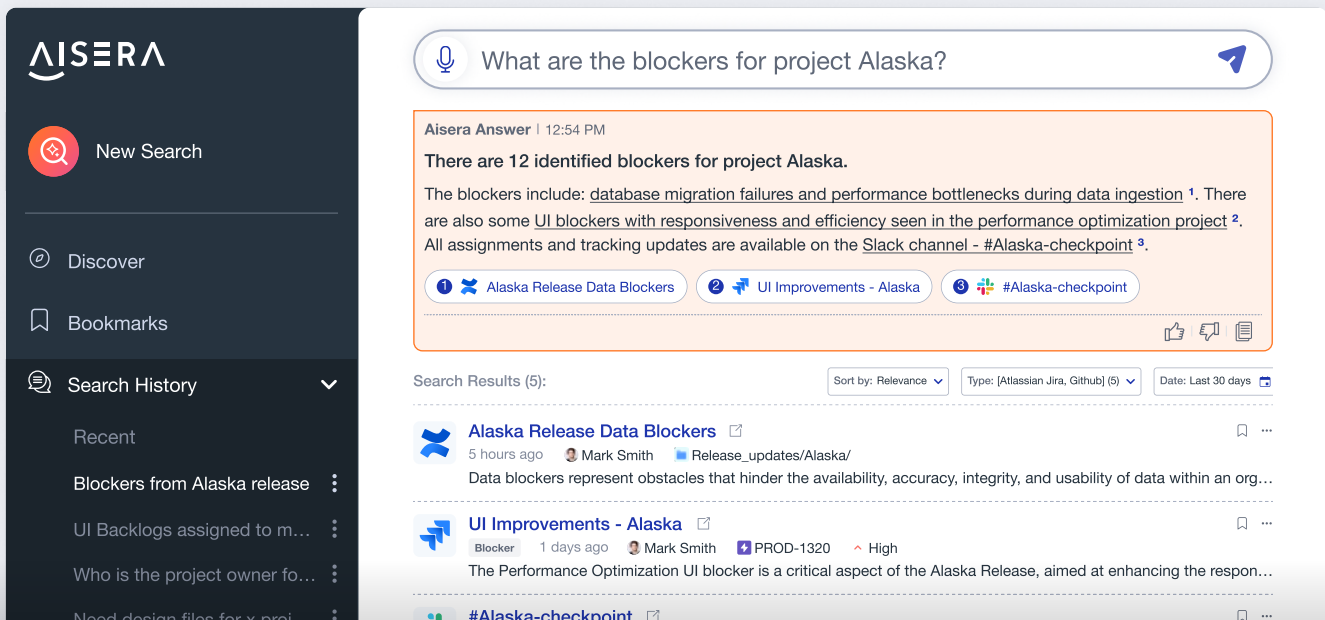## Personalized & Permission-Aware Responses

Deliver tailored answers while maintaining alignment with user permissions - results are secure, private and permissions-aware (ACL/RBAC), ensuring strict adherence to privacy and security protocols

Micro-Actions

Save time with micro-actions, allowing users to take actions like updating Jira tickets, closing and opening PRs, and more within the search portal. This reduces disruptions and improves efficiency

Trust, Privacy and Data Security

Ensure the transparent development, deployment, and usage of AI with a TRAPS (Trust, Responsible, Auditable, Privacy & Security) framework that meets stringent data governance and regulatory requirements

Integrations

Built-in Integration with 500+ backend connectors and out-of-the-box set of reports and dashboards for advanced analytics.

Engineering

Customer Service

Finance

Marketing & Communications

SaaS Apps

Human Resources

Used by All