Q1: Please provide some more information about the customer.

A1: **Stellantis** is a constellation of 14 iconic automotive brands and two mobility arms that are about more than transportation. It is formed from the merger of the Italian American conglomerate Fiat Chrysler Automobiles and the French PSA Group. The company is headquartered in Amsterdam.

**Microsoft** Corporation is an American multinational technology corporation headquartered in Redmond, Washington. Microsoft's best-known software products are the Windows line of operating systems, the Microsoft 365 suite of productivity applications, and the Edge web browser.

**Verizon** is a well-known American telecommunications company that provides a wide range of services in the communications and technology industry.

**J&J** (Johnson & Johnson) is an American multinational, pharmaceutical, and medical technologies corporation headquartered in New Brunswick, New Jersey.

Q2: How will the customer benefit once your technology is implemented? Describe the before-after situation from the customer’s perspective.

A2: For **Stellantis**, the implementation of LLMs serves the purpose of comparing two versions of regulatory documents and precisely identifying the necessary revisions. This significantly streamlines the document analysis process, saving time and enhancing accuracy.

**Before Implementation:** Stellantis previously relied on manual verification to assess the accuracy and quality of generated text in the context of comparing regulation documents.

**After Implementation:** With the incorporation of different Guardrails agents, users now have access to various metrics that empower them to make informed decisions without the need for manual reference document checks. This improves efficiency and accuracy in the regulatory compliance process.

For **Microsoft**, the adoption of LLMs is instrumental in generating insights from campaign data in the form of narrative. This technology enhances the efficiency and depth of data analysis, providing valuable narrative insights to inform decision-making and strategy development.

**Before Implementation:** Microsoft engaged in manual assessments of the quality, toxicity, bias, and factuality of narratives generated from campaign data.

**After Implementation:** Guardrails agents now provide comprehensive insights into the generated narratives, enabling LLM users to swiftly accept or reject the narratives without the necessity for manual scrutiny. This streamlines the campaign data analysis process.

For **Verizon**, the utilization of LLMs is focused on simulating customer interactions to facilitate the training of new team members. This application helps in providing a realistic learning environment for new joiners, allowing them to gain practical experience in a controlled setting.

**Before Implementation:** In Verizon's training process for new joiners, PII data was used without masking during the fine-tuning of LLMs, posing potential privacy concerns.

**After Implementation:** With the integration of Privacy Guardrails, customer PII data is securely masked before being utilized to fine-tune LLMs for customer impersonation. This ensures the protection of customer privacy during the training of new employees.

For **J&J**, the integration of LLMs is geared towards document-based questioning and answering.

**Before Implementation:** Prior to this implementation, users were required to manually cross-reference the generated text with the reference document in order to assess quality and factuality.

**After Implementation:** With the incorporation of various guardrails agents, users can now gain insights into the generated text without the need for constant reference document checks. This significantly improves the efficiency of document-based questioning and answering, saving time and reducing the risk of errors.