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:** Before the implementation, Stellantis depended on manual verification to evaluate the accuracy and quality of the generated text when comparing regulatory documents. Additionally, there was a lack of explanations as to why a particular comparison was generated by the LLM.

**After Implementation:** After the implementation, Stellantis has harnessed the power of various parametrized and fully customizable Guardrails agents. These agents provide users with diverse metrics, enabling them to make informed decisions without the necessity for manual reference document checks. This advancement substantially enhances the efficiency and precision of the regulatory compliance process while also offering valuable explanations for generated comparisons.

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:** Prior to the implementation, Microsoft conducted manual assessments to gauge the quality, toxicity, bias, factuality, and interpretability of narratives generated from campaign data.

**After Implementation:** Following the implementation, Microsoft has leveraged customizable parameterized Guardrails agents to provide extensive insights into the generated narratives. This empowers LLM users to efficiently accept or reject narratives without the need for manual scrutiny, thereby streamlining the campaign data analysis process. Additionally, these agents aid in enhancing the interpretability of the narrative, further enriching the decision-making and strategy development processes.

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:** Before the LLM implementation at Verizon for training new team members, PII data was employed without masking during the fine-tuning process, potentially posing privacy concerns. Additionally, there were no mechanisms in place for interpreting the responses generated by LLM.

**After Implementation:** Following the implementation, Verizon has incorporated parametrized Guardrail agents to ensure the secure masking of customer PII data when fine-tuning LLMs for customer impersonation. This guarantees the protection of customer privacy during employee training. Furthermore, the integration of these agents also provides the capability to interpret responses generated by LLM, enhancing the training process and overall learning experience for new team members.

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

**Before Implementation:** LLMs users at J&J had to engage in a manual cross-referencing process, comparing the generated text with the reference document to assess quality and factuality. Furthermore, there was no established framework for explaining the answers generated by LLMs.

**After Implementation:**  After introducing a parametrized approach to Guardrails agents, enabled users to gain insights into the generated text without the constant need for reference document checks. Additionally, this approach offers a framework for explaining generated text through the use of vector spaces. This advancement significantly enhances the efficiency of document-based questioning and answering, leading to time savings and a reduction in the potential for errors.