



Gen AI Success Stories



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Customer Experience

Case Study 1: Intelligent Virtual Product Assistant for customer support for a Global Healthcare Expert



The existing chatbot used by a fortune 500 healthcare organization, failed to answer unstructured queries and could provide answers to limited predefined queries for their product website; which caused large number of unresolved queries reaching to customer support team, defeating the whole purpose of having a chatbot.

We delivered a multilingual chatbot powered by Gen AI which could process natural language queries, grasp the right context and find the correct answers from the knowledgebase that is enriched with user manuals, FAQs, and videos.

Key benefits:

- The new bot could resolve 90% of the queries whose answers were available in the knowledgebase.
- Highly engaging for the users as they could query in natural language, indirectly increasing customer retention.
- Faster resolution of queries with precise answers and supporting artefacts such as videos playing from the relevant timestamp.

Response with video, starting from the point of relevant context

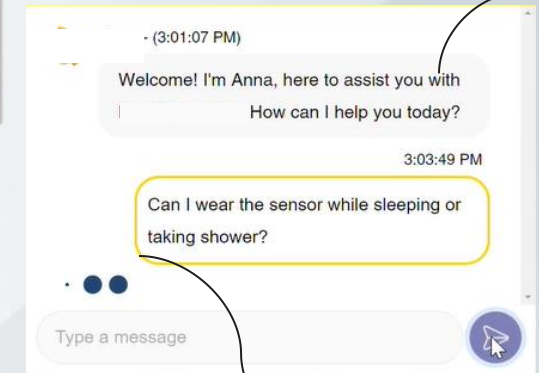
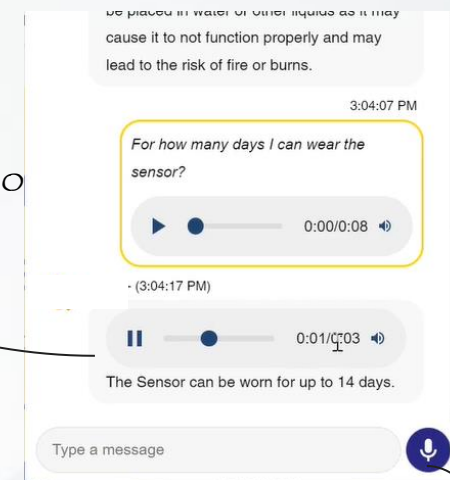
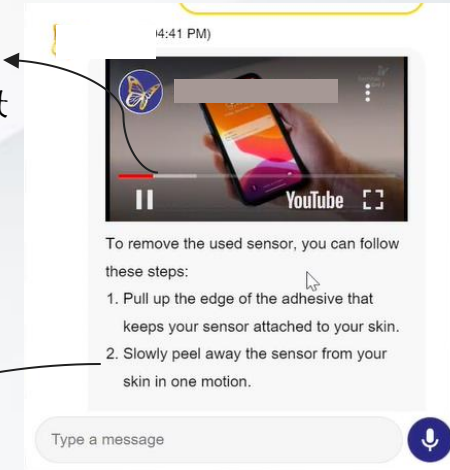
Textual response

Agent replying in audio to user's audio query

Welcoming message when new chat starts

User query in natural language

Mic feature to allow audio input by users



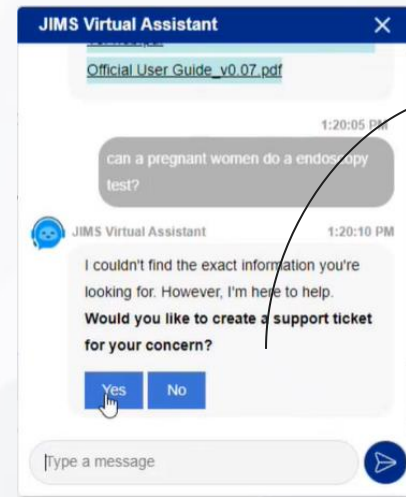
Case Study 2: Virtual Assistant - Japanese Pre-entry Tuberculosis Screening Program Information Management System (J-IMS)



A global non-profit organization focused on supporting international migrants; sought to enhance user experience for the platform, which handles pre-entry tuberculosis screening for migrants.

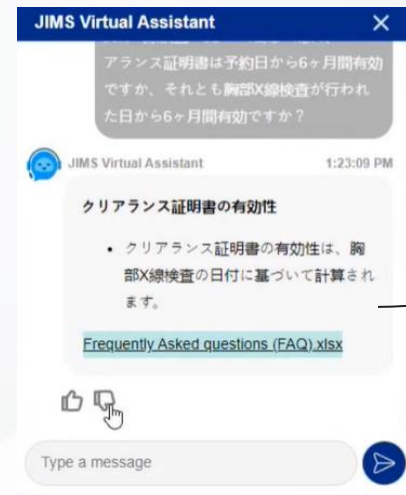
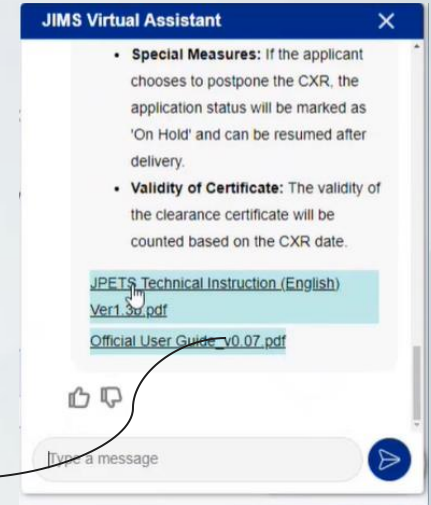
We implemented an AI-powered virtual assistant for J-IMS, featuring multi-language support, automated query resolution, and Fresh Service integration for ticket generation.

Implementing the J-IMS Virtual Assistant results in remarkable business benefits, including a **60% reduction in resolution times**, a **35% increase in overall efficiency**, and heightened user satisfaction levels.



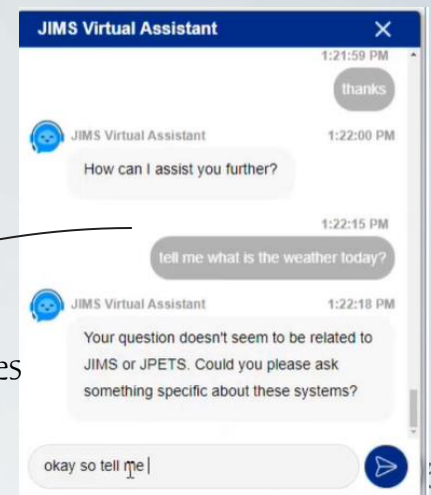
The agents creates a new ticket based on user's feedback

Links to reference files are provided for further validation



Agents understands and responds in multi-lingual

The agent handles if queries are asked beyond the context or knowledgebase



Case Study 3: Improving Support staff productivity with AI-Driven Chatbot

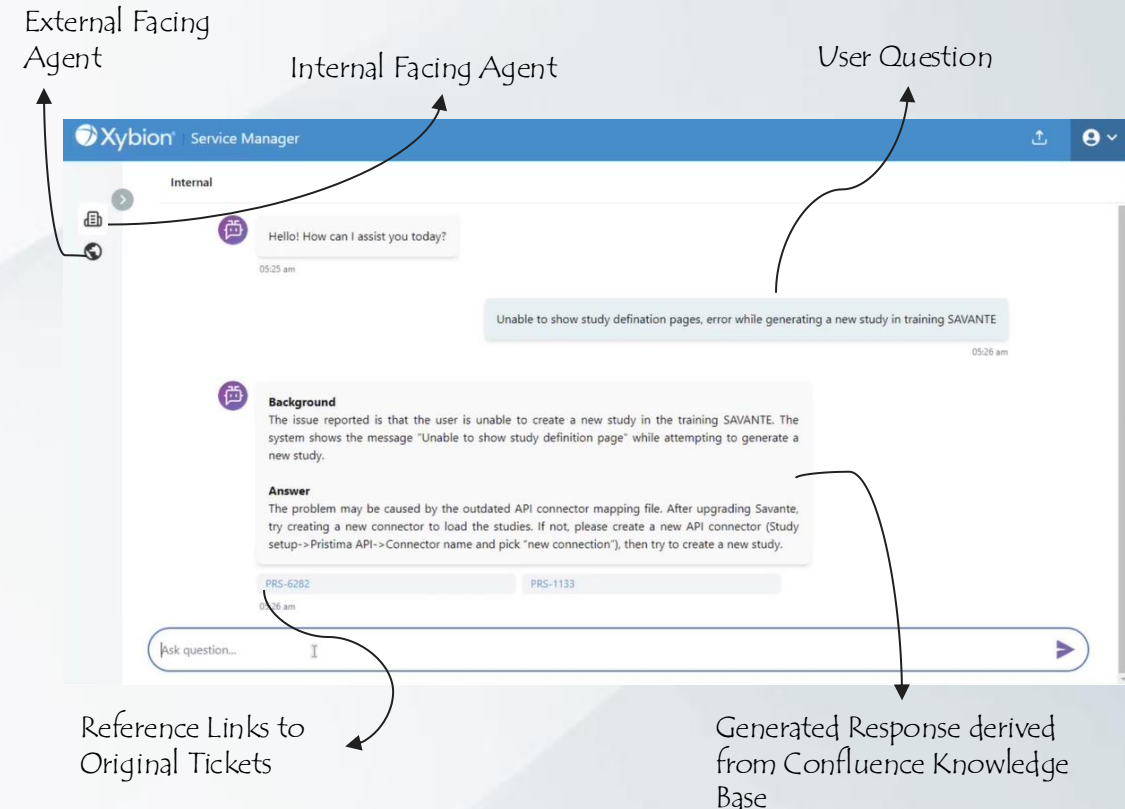


The client is a global SaaS company offering cloud-based platforms for research and development, laboratory information management systems, and workplace health and safety. The support team managed a high volume of tickets raised by external users via JIRA, leading to a time-consuming, repetitive, and manual process that required additional resources. Support agents often spent significant time investigating issues and searching for solutions before resolving queries, resulting in operational inefficiencies.

An AI-powered Self-Heal Bot and Agent-Assist Bot were developed using LLaMA 8B and Titan Embeddings G1. The Self-Heal Bot leveraged access to a contextual knowledge hub to autonomously resolve queries raised by external users. Meanwhile, the Agent-Assist Bot supported the internal support team by suggesting solutions based on existing documentation and historical tickets or incidents.

Key benefits:

- Increased efficiency of the support team through reduced ticket resolution time
- Enhanced data security by utilizing on-premise LLM
- On-going implementation of external facing bot for customers on client's existing cloud-based platforms.



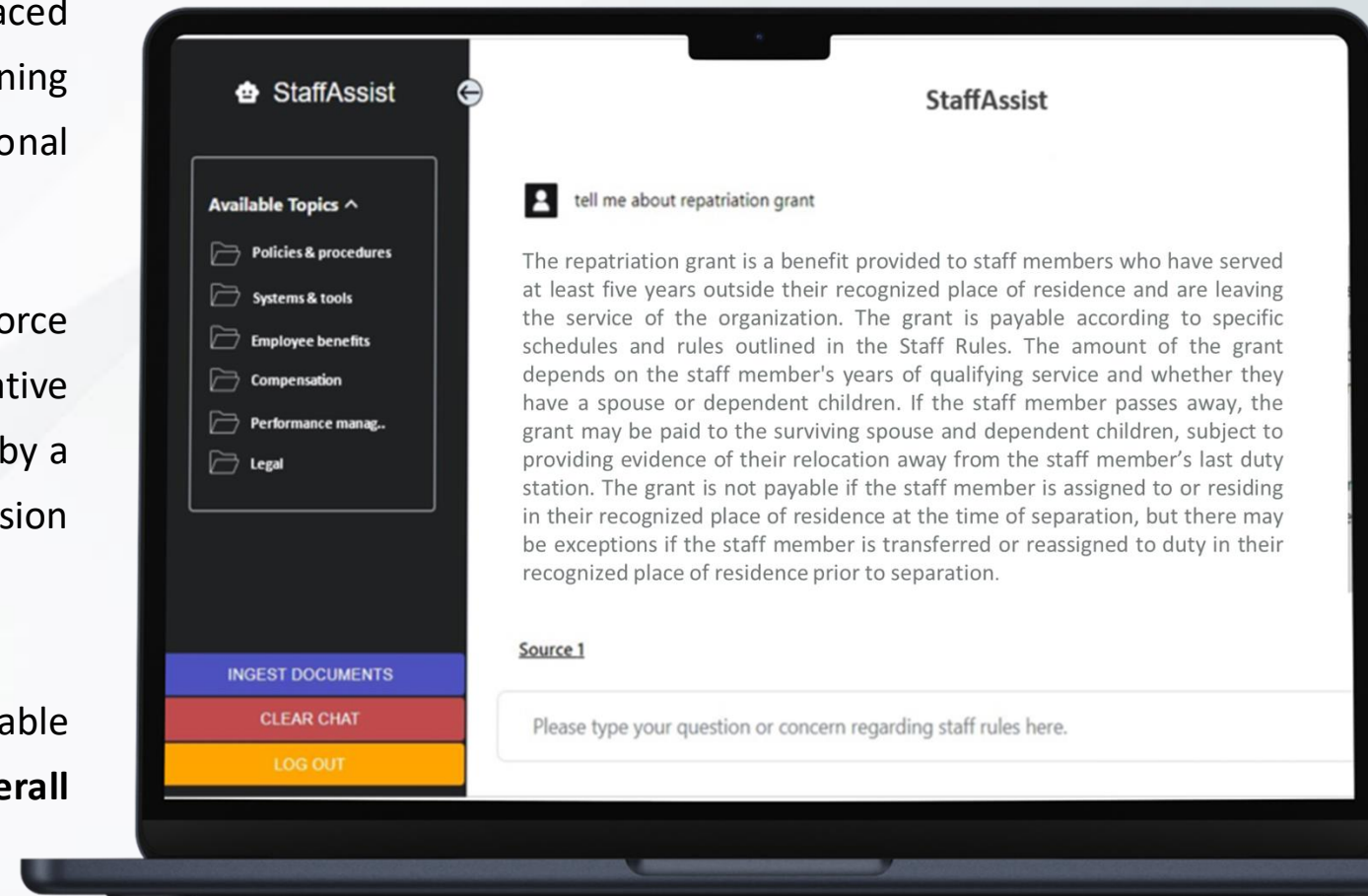
Case Study 4: Redesigning existing systems using Self-Heal Assistant tools to improve employee productivity



A non-profit organization focused on managing healthcare initiatives across the globe with 8000+ workforce; faced challenges with ineffective and tedious internal training methods for due to vast and diverse organizational knowledgebase lead fewer skilled workforce.

We transformed the training and support for their workforce with a Knowledge Assistant platform powered by Generative AI. It replaced ineffective, repetitive and tedious methods, by a natural conversational assistant with contextual precision based on their existing organizational knowledgebase.

Implementing the Staff Assistant resulted in remarkable increase in skilled workforce a **60% increase in overall efficiency**, and heightened user satisfaction levels.





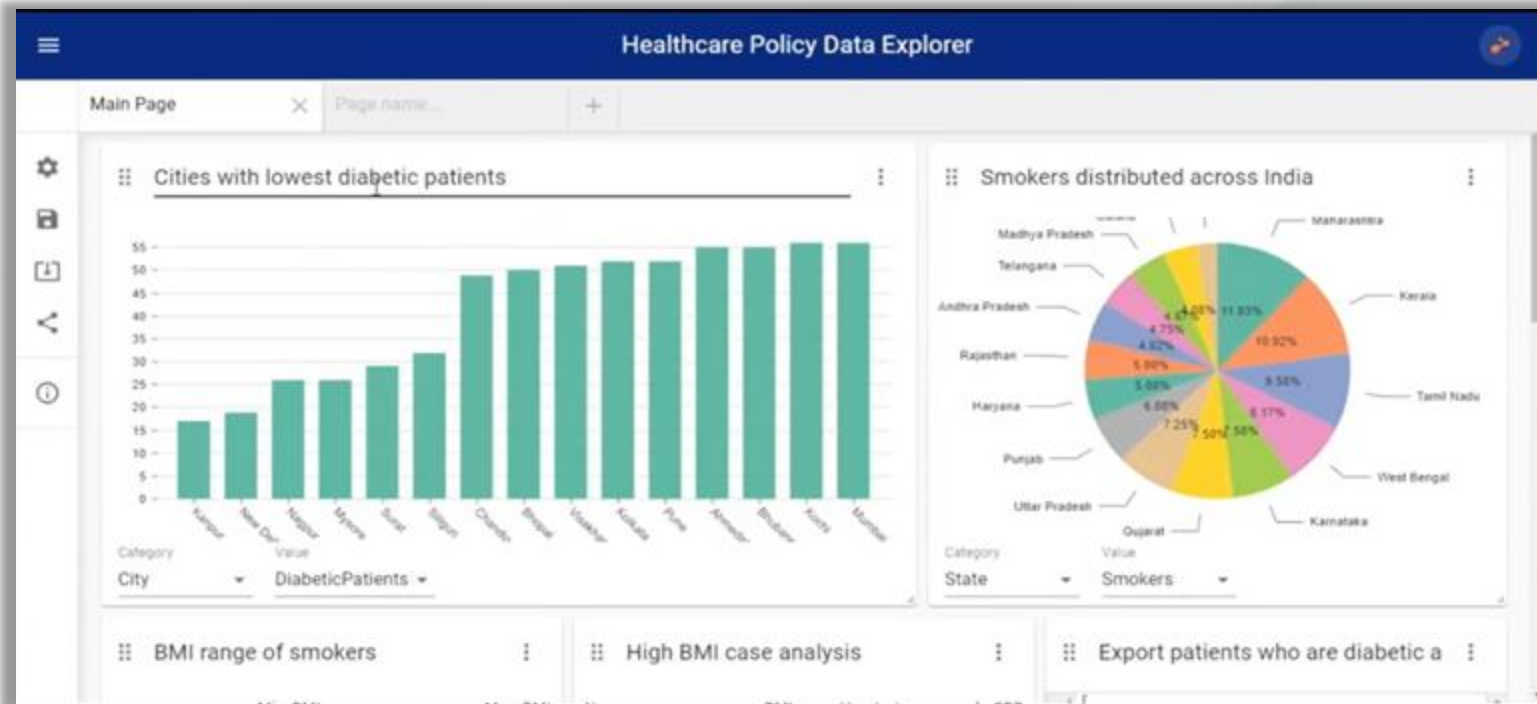
Data Analytics

Case Study 1: AI Driven Data Transformation



Self Service Dashboards

We revolutionized the way how UN member countries derive their health policies based on historical data. Defining health policies requires conducting various studies on large data points from different perspectives.



Our solution allows policy makers to build dashboards on the fly to support their studies without technical help or licensed BI tools.

Benefit:

70% increase in analytical efficiency, empowering policymakers with data-driven decisions.

Case Study 4: Data Agent for Querying Structured Databases using NLP



Intelligent Data Analytics transformed data retrieval for a global health agency, simplifying access to relevant information for 52 departments and 1000+ health topics. The streamlined process saves valuable time and improves efficiency across the organization.

- **Migrating data** to PostgreSQL for improved management
- Integrating with **PostgreSQL and MS SQL databases** for seamless connectivity and
- Deploying a Large Language Model (LLM) for accurate, intuitive **query generation**.

 provide the breakdown of funding of Nepal, Maldives and India for the period 2022-23.


Query: `SELECT country_region, SUM(amount) FROM fundings WHERE country_region IN ('Nepal', 'Maldives', 'India') AND biennium = '2022-23' GROUP BY country_region;`

Answer:
The breakdown of funding for Nepal, Maldives, and India for the period 2022-23 is as follows: Nepal received a funding of \$37,908,342, Maldives received a funding of \$8,188,922.9999, and India received a funding of \$151,702,850.

 what is the total funding excluding flexible funds?


Query: `SELECT SUM(amount) FROM fundings WHERE fund_type NOT ILIKE '%Flexible Funds%' AND biennium = '2022-23';`

Answer:
The total funding, excluding flexible funds, is \$6,959,523,202.06.

 highest funding came from which region?



Benefits:

- Improved access to **critical health data**, empowering better **decision-making**.



Automation

Case Study 1: Account Receivables Process Automation



Company Overview

The client is a leading corporate travel services provider, managing commission collections across **1,000+ hotels**, including major chains and independent properties, for a global portfolio of business travelers. **Operating in 30+ countries**, the company supports hundreds of corporate clients, ensuring seamless travel expense management and maximizing commission-based revenue recovery through its extensive hotel partner network.

Challenges Overview

Difficulty in managing and processing receivables, leading to delayed revenue recognition and deoptimized cash flow.

- Aged receivables of \$4M - \$5M, with collections typically spanning 6 months to 2 years.
- Out of \$11M - \$13M in potential commissions, only 27-32% was successfully collected in 2024.

Manual and labor-intensive process, increasing operational costs.

- **Team of 10 associates** handling 4,200-5,500 emails and 2,600-3,200 calls per month.
- Collection efforts spread across **higher-value invoices (60-70%)** and lower-value receivables (<\$500 per invoice, 20-30%), with limited focus on small but frequent debts.

Ineffective communication, resulting in missed resolution opportunities and delayed outcomes.

- Long-tail receivables totaling \$5M - \$6.5M, often deprioritized due to manual follow-ups.
- Estimated \$500K - \$900K in lost revenue due to inefficient recovery processes.



Solution Overview

- Leveraged Gen AI-powered Cognitive Process Automation to enhance efficiency, reduce manual efforts, and ensure stability in operations, including the management of account receivables.
- Utilized NLU to interpret and respond to inquiries, improving engagement and response accuracy.
- Deployed AI agents to auto-update and maintain contact details, ensuring accurate tracking and streamlined workflows.

Key Results and Impacts

Financial Benefits through improved recovery rates

- 15-20% increase in recovery rates, improving cash flow.

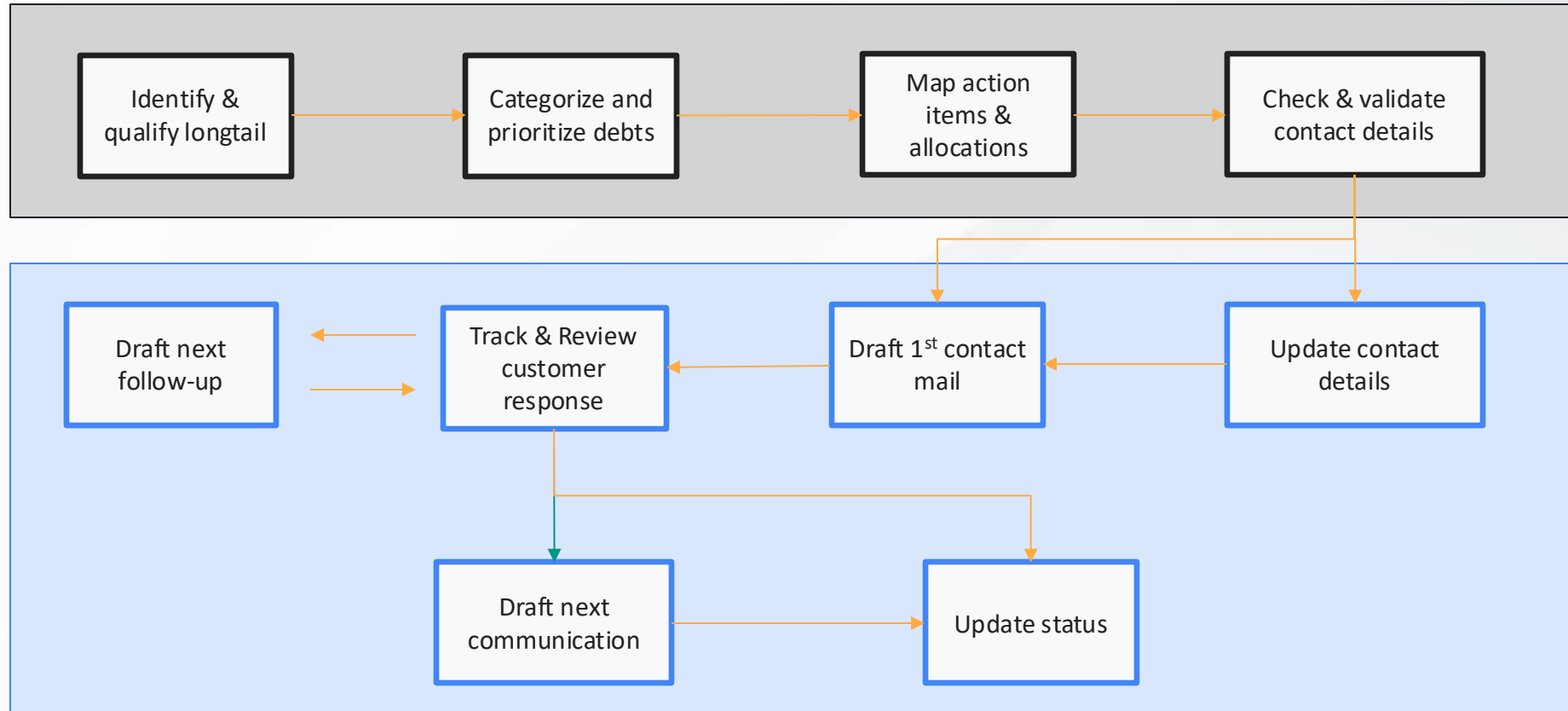
Reduced operational costs:

- Resource cost savings of 60% by optimizing workforce allocation.
- Eliminated inefficiencies in collections, reducing manual errors and delayed follow-ups.

Revenue impact:


- Potentially recovered an additional \$500K - \$900K in commissions by automating follow-ups.
- Improved cash flow by accelerating revenue recognition.


Solution Workflow



Key Tech Stack:

- Python
- ReactJS
- LangChain
- Azure Cloud hosting
- LLM - Azure OpenAI (GPT 4 Turbo)

 Automation using business rules

 Automation using Generative AI

Case Study 2: AI-Powered Automation for Smart Financial Insights



MedTech Market Insights team faced inefficiencies in manually gathering and analyzing competitor earnings reports. The process was slow, error-prone, and reduced productivity.

The solution streamlines information extraction from unstructured earnings reports and press releases by automating data retrieval through web crawling and manual uploads, leveraging Large Language Models (LLM) to extract relevant insights, providing a UI-based interface where insights can be reviewed, confirmed, or regenerated; and enabling data export in multiple formats (Excel, PPT) for further analysis.

Key Benefits

- **80% time savings:** Data extraction reduced from 8-10 hours to 1-2 hours.
- **87% accuracy improvement:** Manual error rate cut from 15% to <2%.
- **70% faster turnaround:** Reports generated same day instead of 3-5 days.
- **3x productivity boost:** Reports per week increased from 2-3 to 10+

Growth Report

Company: Stryker Year: 2023 Quarter: Q4 [Submit] [Reset] [Export]

| Company | Business Unit | Segment | Q2-2023 | | Q3-2023 | | Q4-2023 | | Full Year 2023 | |
|---------|---------------|--------------|----------|-----------|----------|-----------|----------|-----------|----------------|-----------|
| | | | Reported | CC Growth | Reported | CC Growth | Reported | CC Growth | Reported | CC Growth |
| Stryker | ORTHOPAEDICS | Hip | 10.6 | 10.6 | 3 | 4.5 | 12.9 | NA | 12.9 | 12.9 |
| | | Knees | 10.6 | 10.6 | 5.3 | 7.1 | 12.9 | 10.3 | 12.9 | 12.9 |
| | | Spine | 5.2 | 5.2 | 5.4 | 4.1 | 6 | 6.5 | 6 | NA |
| | | Trauma | 14.3 | 14.3 | 11.5 | 11.9 | 12.1 | 10.3 | 12.1 | NA |
| | | Total Growth | 10.6 | 10.6 | 8 | 8.4 | 10.7 | 11.6 | 10.7 | 10.7 |

Smart Report on Growth Performance of Orthopedics Department

Business Overview Report

Business Unit: SURGERY, CARDIOVASCULAR, OR... Year: 2024 Quarter: Q3 [Regenerate] [Export] [Submit] [Reset]

SURGERY [Confirmed]

Pricing -
Intuitive Surgical Inc. saw a significant increase in the average selling price (ASP) for da Vinci systems, rising to \$1.51 million, driven by a higher mix of advanced systems. In contrast, Baxter International Inc. experienced a stable overall pricing in its Pharmaceuticals segment, with a slight 1% increase, but faced a decline in ASP within its Injectables & Anesthesia division. This indicates that while Intuitive Surgical is benefiting from higher demand and advanced product offerings, Baxter is struggling with pricing pressures in certain segments.

Margin -
Intuitive Surgical reported a pro forma gross margin of 69.1%, showing a slight improvement from the previous year, reflecting effective cost management and increased revenue from procedures. Conversely, Baxter's adjusted gross margin declined to 43.7%, influenced by product mix and rising costs, indicating challenges in maintaining profitability amidst cost pressures. This stark difference highlights Intuitive Surgical's stronger margin performance compared to Baxter.

Textual analysis report of performance analysis of KPIs for Surgery Department



Enhancing SaaS through Agents

Case Study 1: Leveraging GenAI Capabilities For PR and media publishing solutions provider



Client Overview

The client is a global leader in PR, marketing, and media communication solutions, offering tools to manage brand reputation, monitor media coverage, and amplify content across channels. Their platform supports professionals in engaging with key audiences and influencers effectively. Currently, the core activities such as PR formatting, profile management, and customer support require considerable human effort, which impacts turnaround time and scalability. Additionally, identifying timely sales opportunities remains a manual and fragmented process across teams.

Solution Overview

We are delivering a portfolio of Generative AI-powered solutions aimed at transforming the client's core workflows:

- **Influencer & Outlet Profile Update:** Automatically enriches and updates profiles using online data sources, mimicking human actions for relevance.
- **PR Formatter:** Formats PR reports and insights drafts using GenAI aligned with client's standards.
- **Lead Tracker/Generator:** Pinpoints the best time to engage prospects by analyzing signals from multiple data sources.
- **PR Generator (1 & 2):** Creates press releases from prompts or source documents like filings and reports.
- **Longtail Task Automation:** Automates selected cognitive tasks to boost efficiency.
- **Agent Assist Tool:** Enhances support team's accuracy and speed in resolving queries through contextual AI assistance.

Concept Validation: Following outcomes were observed during PoC phase:

- 50% faster insights delivery through automated recommendations.
- 30% reduction in manual analysis efforts by using intelligent agents for data processing.
- 40% improvement in workflow adoption with a conversational AI interface.

Case Study 2: Contract Query Tool



Business Overview

Our Client, a global leader in environmental services and infrastructure, manages thousands of contracts across multiple domains. Manual contract analysis is time-consuming and prone to errors, impacting compliance and decision-making. The proposed Conversational Gen AI Contract Query Tool automates contract intelligence, enabling fast and accurate information retrieval using AI agents..

Solution Overview

The platform incorporates multiple AI agents that work collaboratively:

- **Data Extraction Agent:** Automates contract analysis, extracting key information (dates, clauses, terms).
- **Knowledge Assistant Agent:** Enables natural language queries, converting them into structured SQL or semantic search.
- **Query Handling Agents:** Classify queries into numerical, retrieval, or complex analysis types for precision.
- **Security & Validation Agents:** Ensure data accuracy, regulatory compliance, and transparency.

The system leverages **Azure OpenAI LLMs, Cognitive Search, and PostgreSQL**, ensuring scalability, performance, and security.

Benefits & Impact

- **Efficiency Gains:** 60% reduction in contract analysis time with automated data extraction.
- **User Productivity:** 50% faster query resolution, allowing legal teams to focus on strategic decisions.
- **Compliance & Accuracy:** 30% improvement in compliance tracking by automating legal clause identification.

Case Study 3: Enhancing Customer Support, Data Analysis and Extraction Software with Gen AI



Business Overview

Client aimed to leverage Generative AI to enhance three key business areas:

- **Customer Support Automation:** Reducing time and effort in retrieving relevant information from large help document databases.
- **Data Analysis Automation:** Automating SQL query generation and data visualization for better insights.
- **Document Data Extraction:** Streamlining workflow document processing by extracting key information using prompt templates.

Solution Overview

We implemented AI-driven solutions integrated into client's existing SaaS offerings using:

- **Generative AI-powered Chatbots** to assist users in retrieving help documents efficiently.
- **LLM-powered Data Analytics** to translate natural language queries into SQL for faster decision-making.
- **AI-based Document Processing** to automate data extraction using predefined prompt templates.

The system leverages **Azure OpenAI Service, Vector Databases, Python (Flask) APIs and Azure SQL Managed Service** ensuring efficiency, seamless integration, scalability, performance, and security.

Benefits & Impact

- **50% reduction in customer support query resolution time**, enhancing user satisfaction.
- **40% decrease in manual effort for data analysis**, enabling faster decision-making.
- **60% improvement in document processing speed**, reducing operational inefficiencies.
- **Lowered costs by optimizing AI model usage**, balancing accuracy and cost efficiency.

A light blue rectangular box with a thin orange horizontal line at the top and bottom. Inside the box, the words "Thank" and "You" are centered. "Thank" is in a large, bold, black sans-serif font, and "You" is in a slightly smaller, bold, blue sans-serif font.

Thank
You