

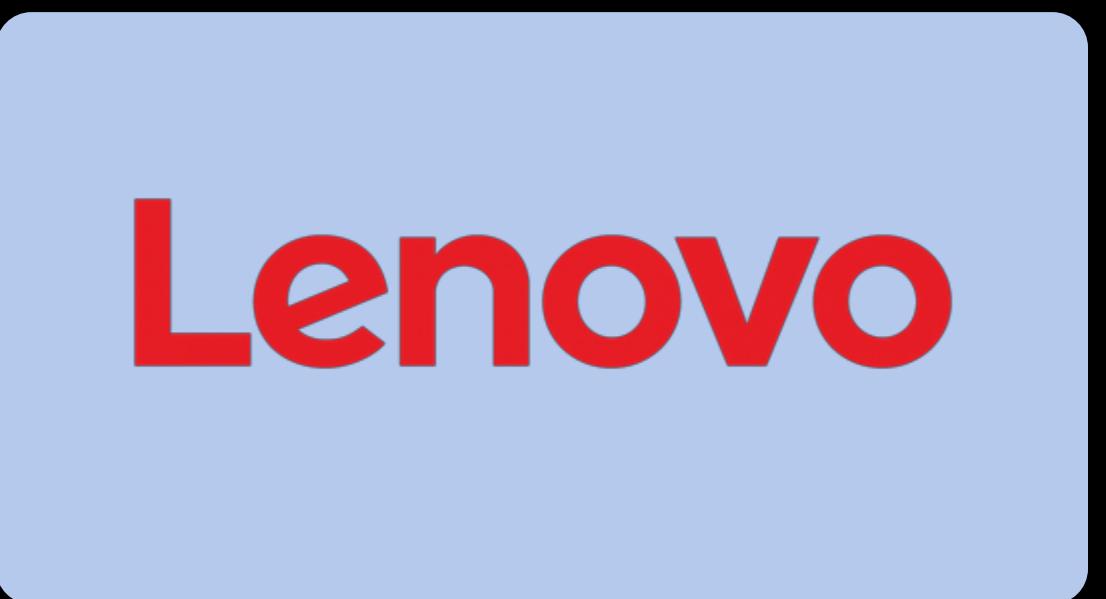
Business Transformation With
Generative AI

Our Gen AI Journey



Year	Key Milestones
Q1 2022	1 st GenAI Project Initiated - Drug discovery use case for pharma leader
Q4 2022	1 st RAG implementation – Support bot for UN agency
Q1 2023	Launched Knowledge assistant platform for enterprises
Q2 2023	Launched Generative analytics platform for enterprises, implemented data bot for UN agency
Q3 2023	Cognitive process automation – Automated longtail debt collection for a leader in travel industry
Q3 2023	Stepped beyond RAG - Architected Graph based Intelligent Retrieval Augmented Summarization
Q4 2023	Launched KAPS – Generative AI adoption framework for businesses
Q1 2024	Support bots for multiple pharma clients supporting chat, voice, video
Q1 2024	GenAI driven managed services using Self-Heal bot, Agent Assist bot & Optimization hub
Q1 2024	Migration assistants – Implemented code migration assistant for Engineering leader

Partnerships and Alliances



Our Approach

Transforming Business Lines Through Generative AI Leadership



Innovation-Driven R&D

Accelerators delivering speed, efficiency, and measurable business impact at scale.

KAPS: Accelerated AI Adoption Framework

Structured methodology to fast-track Generative AI implementation enterprise-wide.

BizBrain: Gen AI Architecture Blueprint for Businesses:

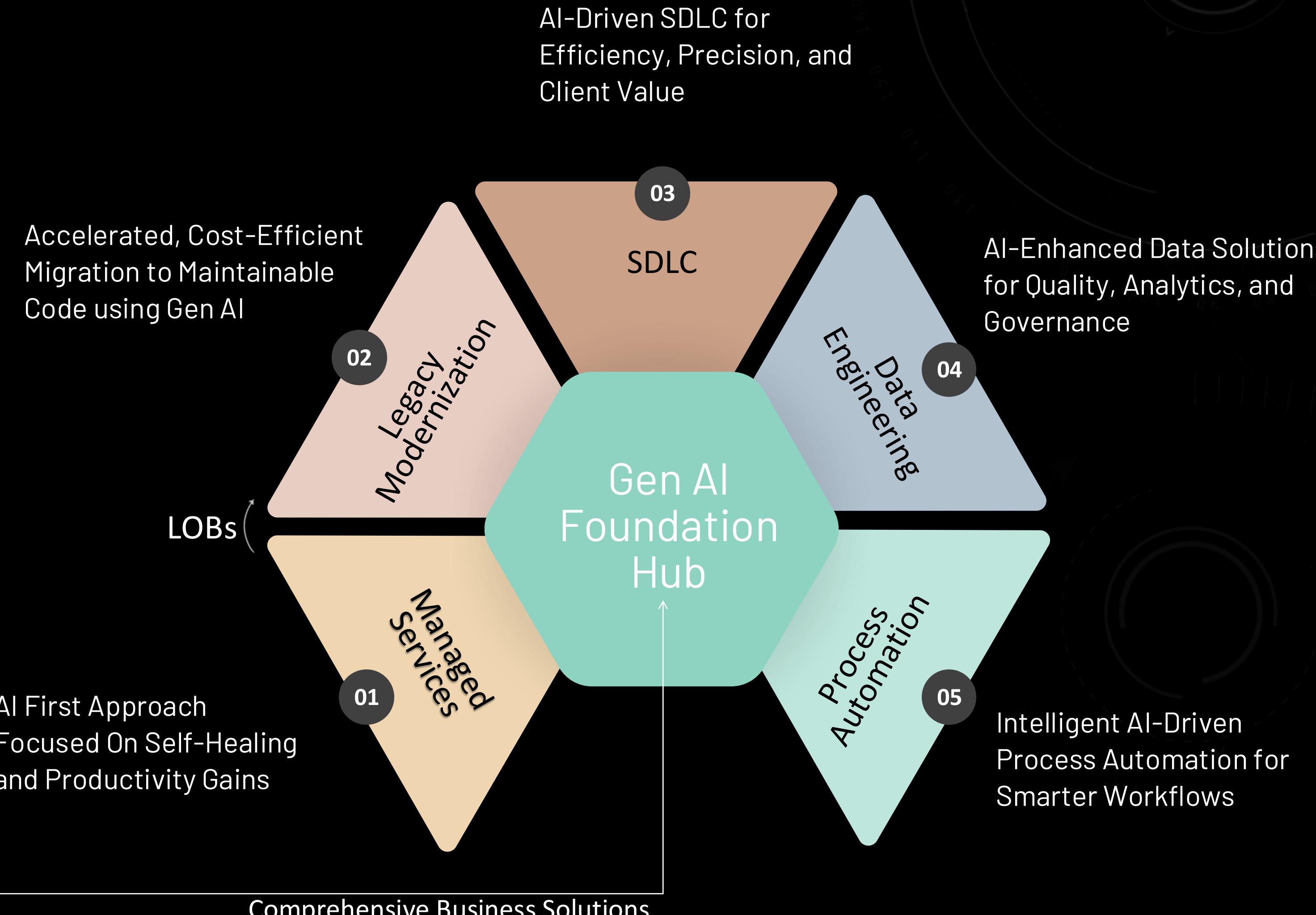
Scalable, modular, and field-tested AI architecture delivering reliable business solutions.

Gen AI In A Box: Secure, On-Premise AI Solutions

Collaborations with Dell and Lenovo for scalable, secure, and cost-efficient deployments.

Strategic Alliances for Excellence

Partnering with Dell, Lenovo, Microsoft, AWS, and AI21 Labs to deliver innovation.



Gen AI Powered Solutions

01. AUTONOMOUS SUPPORT

Implement an AI-driven support framework that enhances customer and employee experiences through automation. This solution reduces response times and improves satisfaction by providing instant assistance and resolving inquiries effectively.

02. LEGACY MIGRATION TOOL

Utilize a tool that automates the migration of legacy applications to modern cloud platforms. This transition not only streamlines operations but also reduces costs associated with maintaining outdated systems, enabling businesses to leverage the latest technologies.

03. DATA TRANSFORMATION & ANALYTICS

Adopt AI-powered data solutions that enhance data quality and provide valuable insights for informed decision-making. These tools empower organizations to harness the full potential of their data, leading to more strategic and effective business strategies.

04. AGENT AS A SERVICE

Empower Independent Software Vendors (ISVs) to integrate GenAI agents into their products. This integration enhances user experiences by providing intelligent assistance and personalized interactions, differentiating their offerings in a competitive market.

05. SDLC TRANSFORMATION

Leverage AI-powered Software Development Life Cycle (SDLC) tools to accelerate software development processes. By streamlining workflows and increasing productivity, organizations can deliver high-quality software solutions more rapidly.

KAPS : Our Generative AI Adoption framework



Knowledge Agents

The model works with unstructured content

- Conversational assistants
- Data extraction tools
- Document Generation
- Customer Support

System Agents

Trained on code base and SDLC artifacts

- Code Documentation & Migration
- Test Case Generation
- Managed Services and App Support
- Cyber Security / Code scanning
- Support/Managed Services



Generative BI Agents

The model works with structured data and various databases

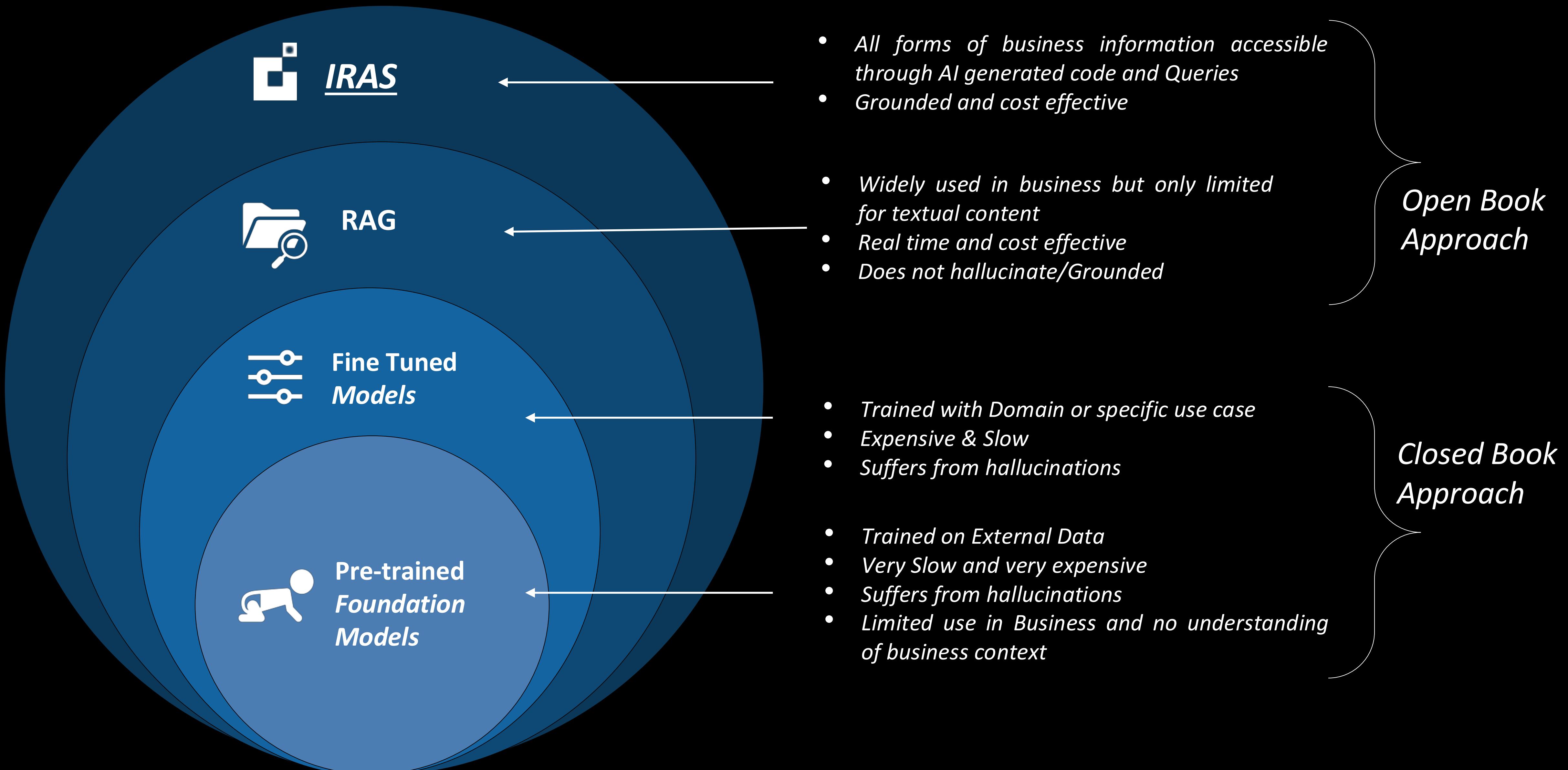
- Data exploration tools
- Reports and dashboards
- Right Answers / DataBots

Process Automation Agents

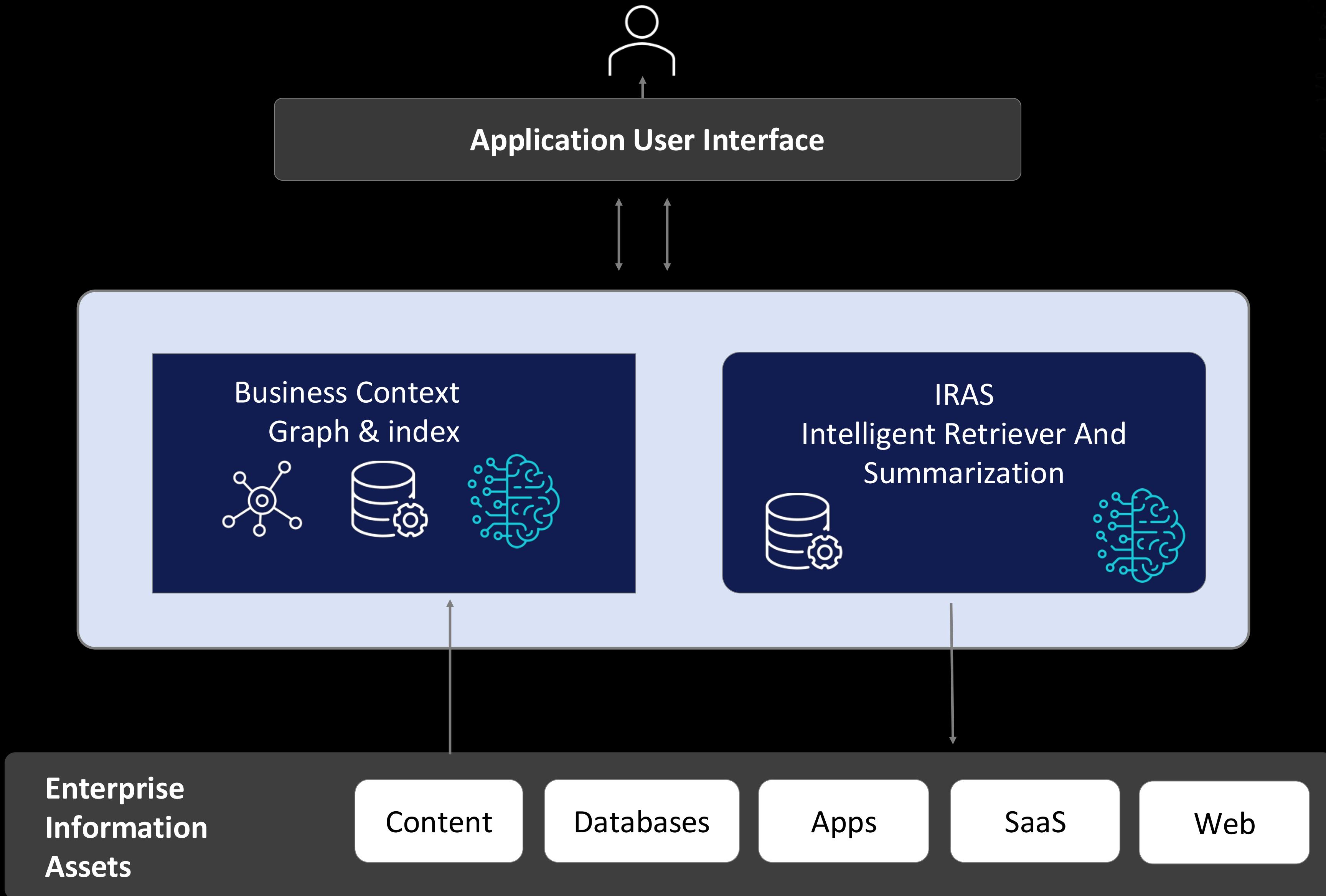
The model can be trained on cognitive tasks of the business processes , its intelligent RPA

- Cognitive Process automation
- AI driven process redesign
- Data Curation & Quality improvements

Beyond RAG - Intelligent Retrieval Augmented Summarization



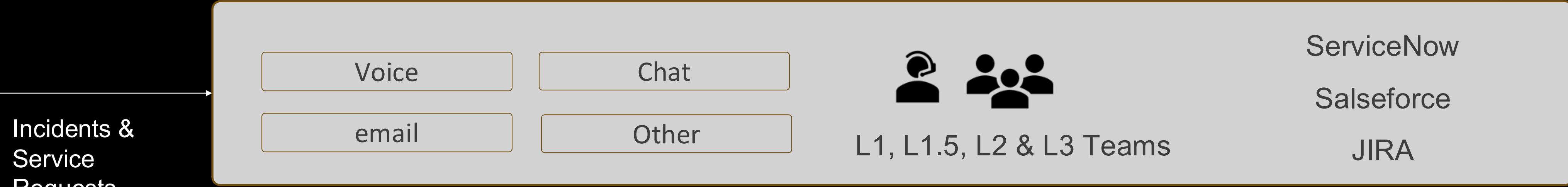
BizBrain AI - Architecture Blueprint



AI driven Managed Services



CLASSICAL MANAGED SERVICES

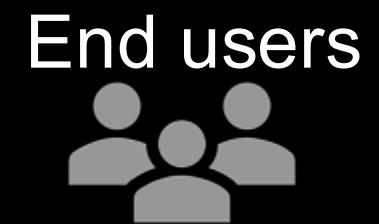


SELF HEAL BOT

- Self service chatbot
- Personalized experience
- Automated communication
- Multilingual Support

ASSISTED HEAL BOT

- Conversational Assistant
- Ticket Creator
- Ticket Diagnostics
- Language Translator
- Call Summarizer
- Ticket Triaging
- Resolution Recommender
- Decision Support System

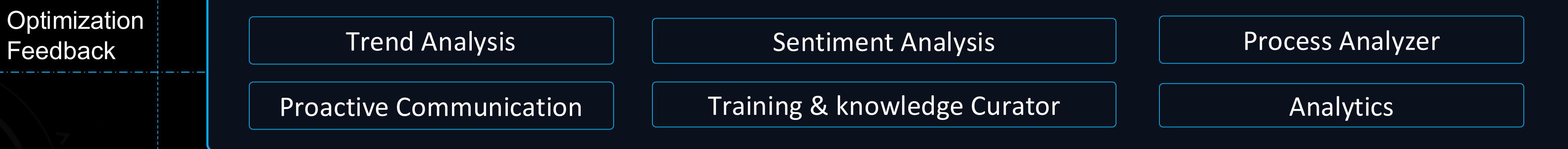


End users

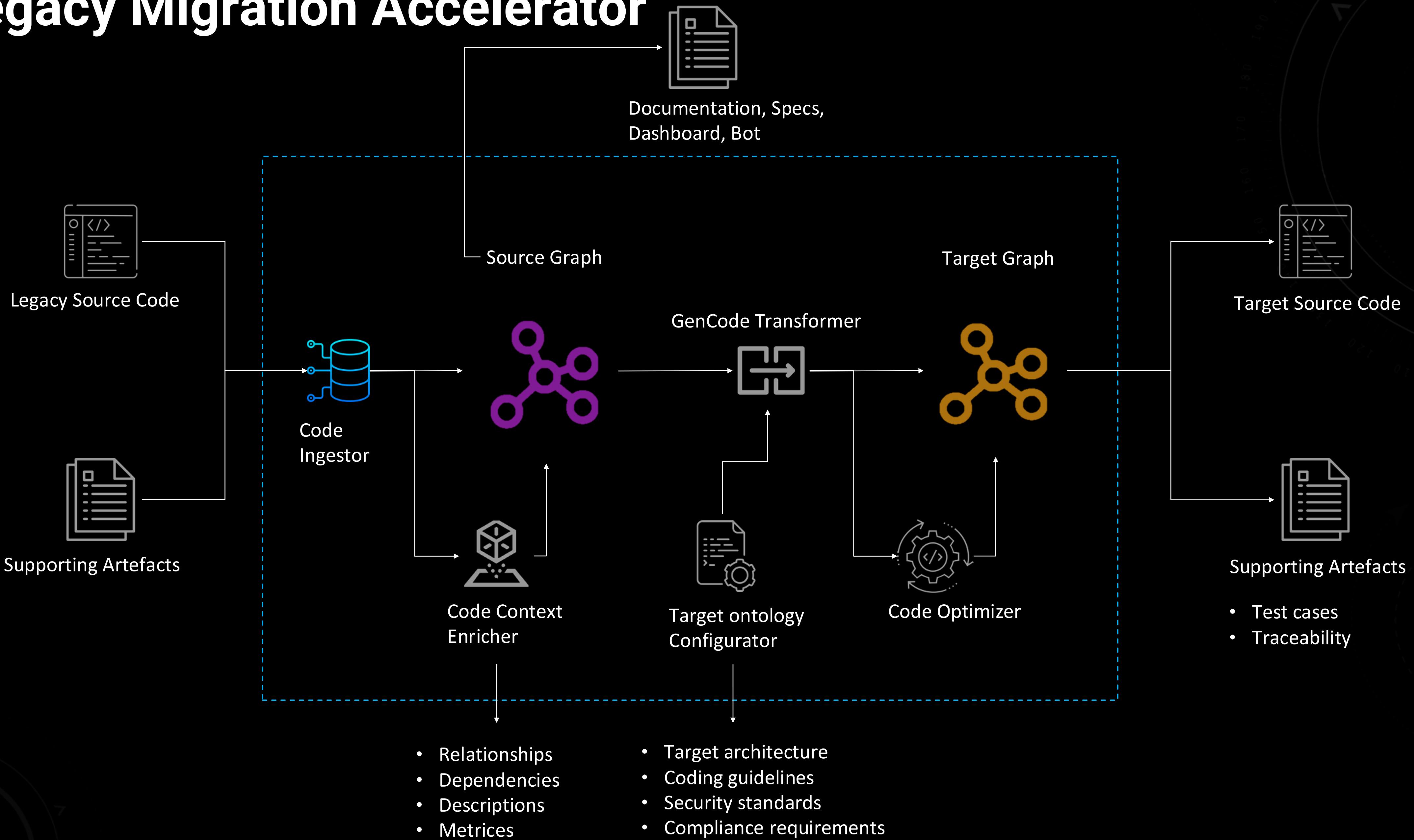


Innovation Team

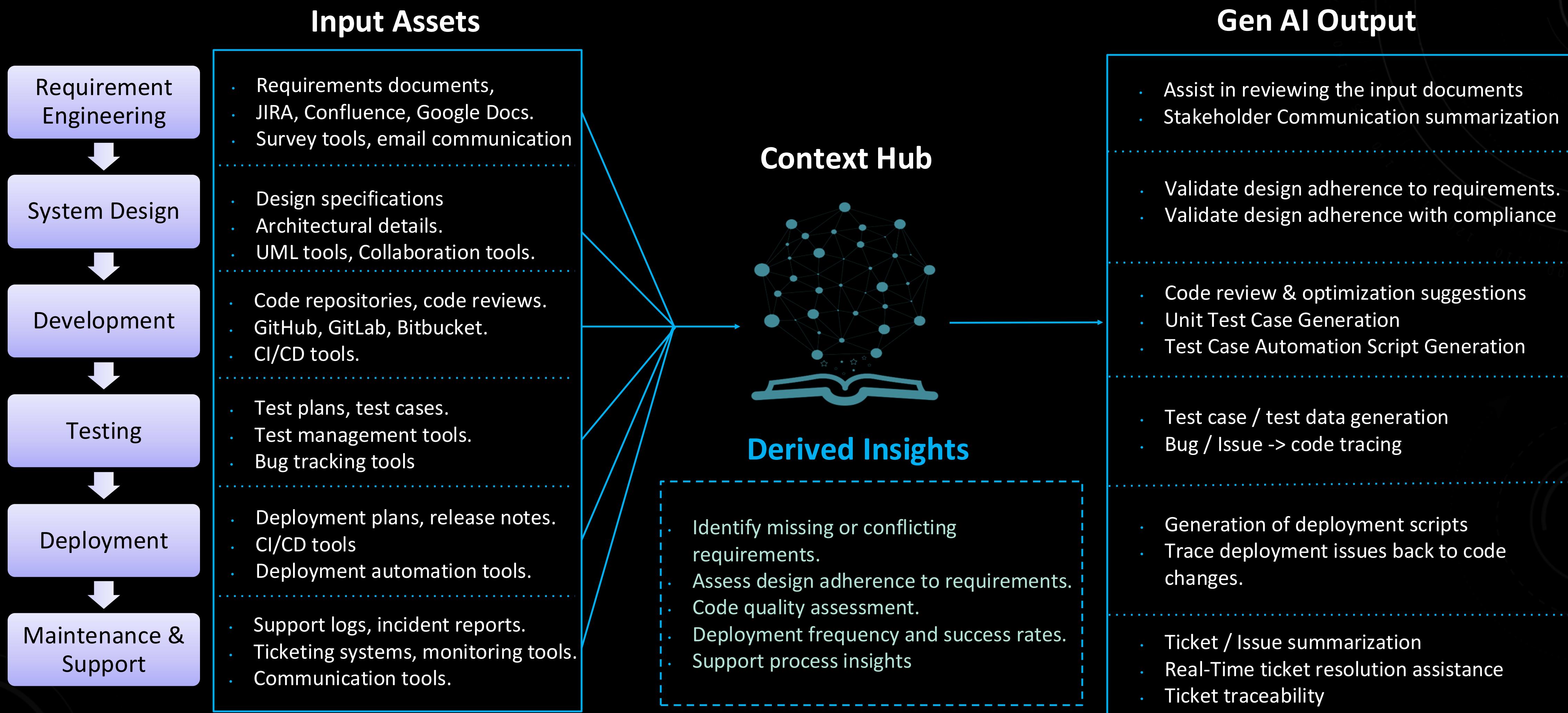
BUSINESS OPTIMIZATION HUB



Legacy Migration Accelerator



SDLC Transformation with Gen AI



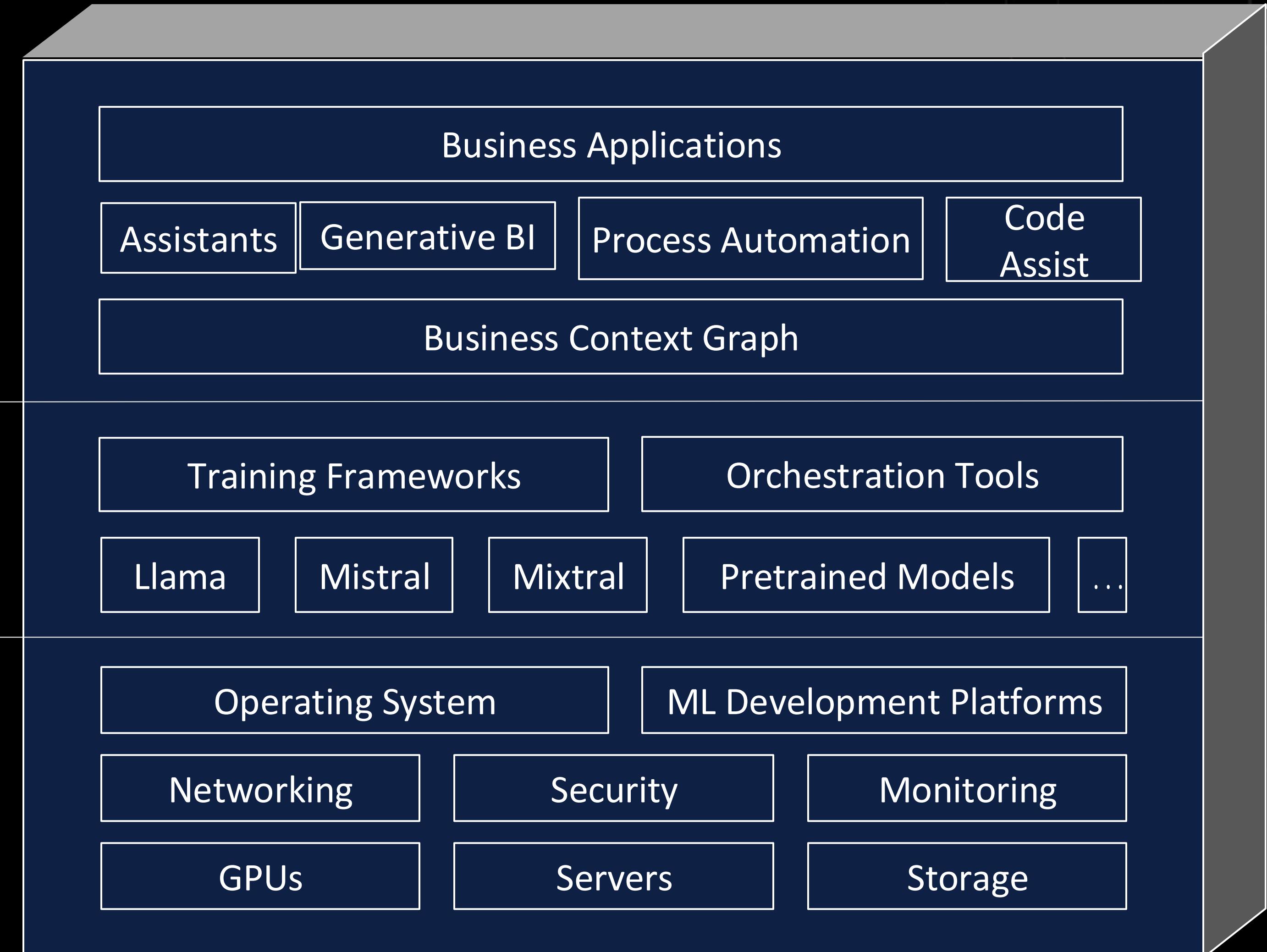
Gen AI In A Box By Accionlabs

For cost-efficient, high-throughput Generative AI deployments

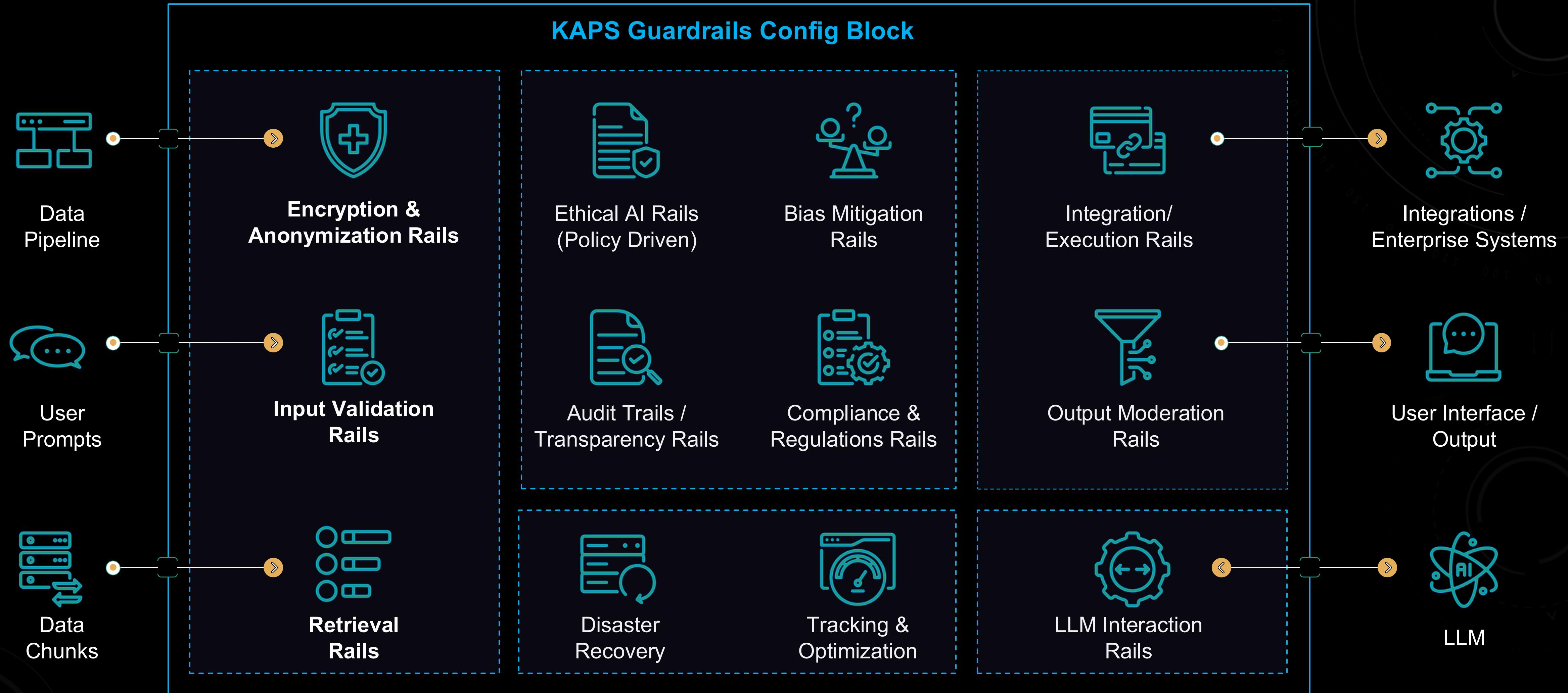
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Ready-to-deploy applications, Gen AI implementation accelerators, and technology blueprints

LLM Infrastructure & Models: LLM infrastructure and variety of open source and pretrained models

Hardware: Optimized hardware for on-premise hosting available through partnership with Lenovo/Dell



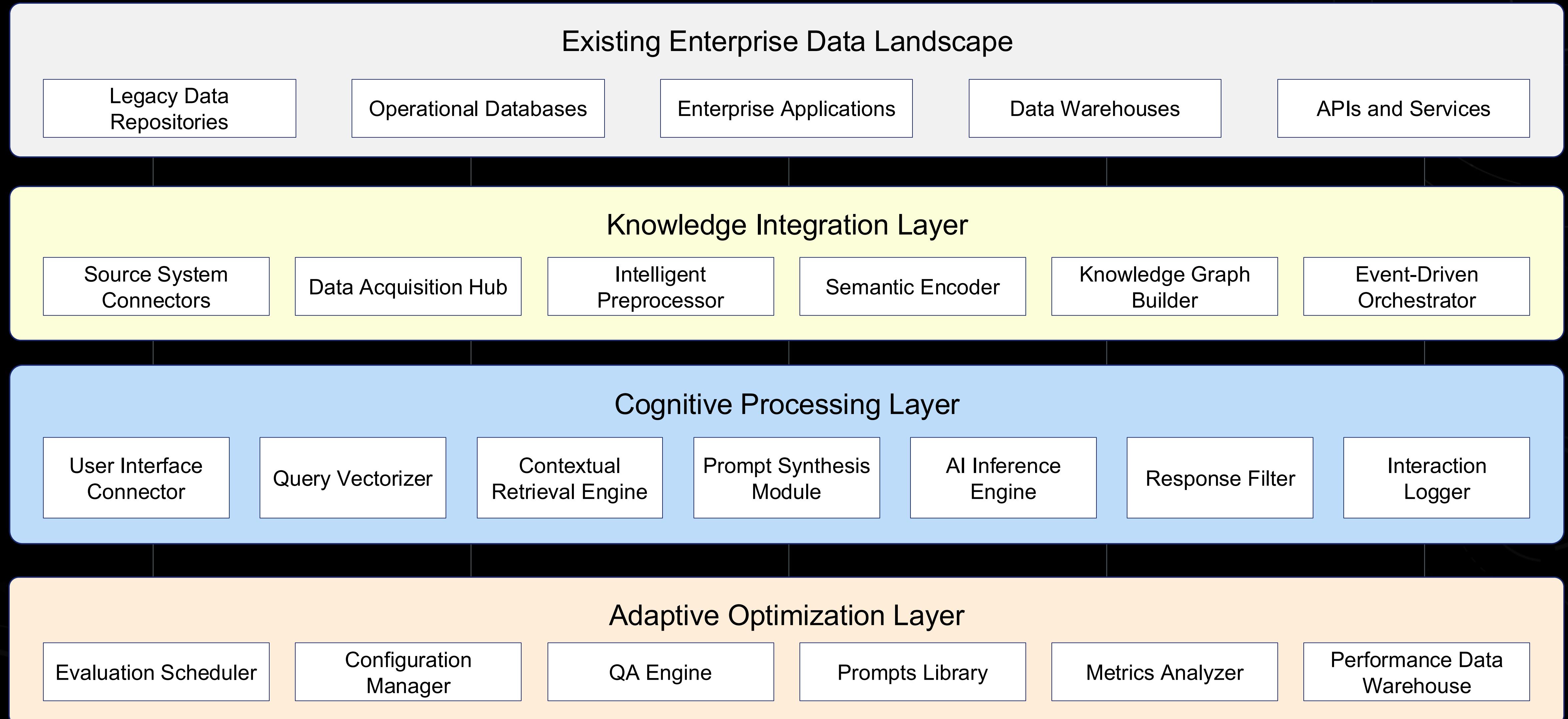
Strategic Guardrails for Safe AI Operations

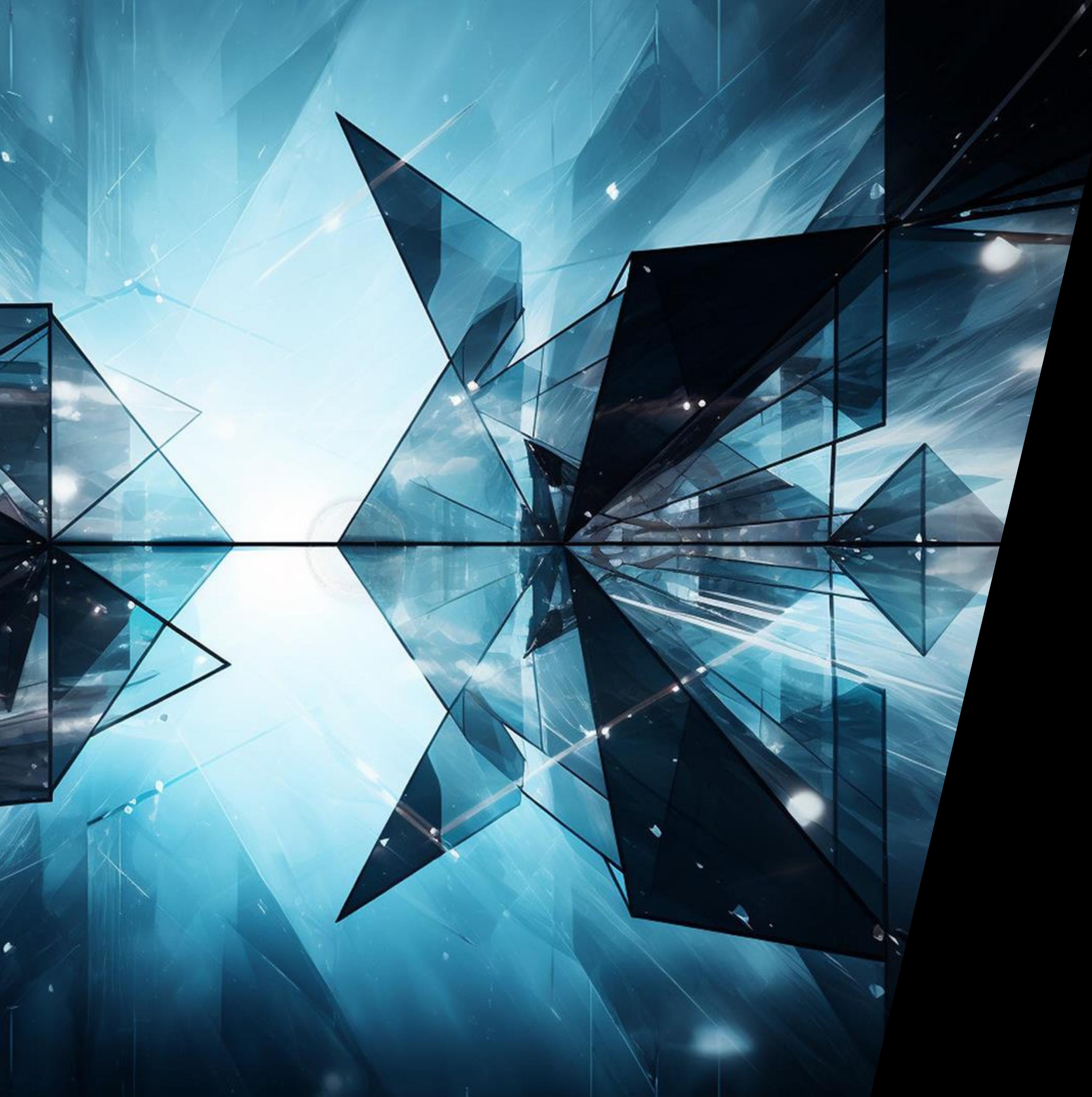


Overview of Accion's Gen AI



Proven and comprehensive blueprint for scalable Gen AI deployment in enterprises



A large, abstract graphic on the left side of the slide features a complex arrangement of translucent blue and white geometric shapes, resembling shards of glass or crystalline structures, set against a dark background. This visual metaphor represents the precision and complexity of generative AI.

Accionlabs
Managed Services Model Using
Generative AI

GEN AI IN MANAGED SERVICES



Benefits of using Generative AI tools in managed services:

- Reduced number of support tickets flowing to support teams
- Improved agent productivity & reduced average handling time
- Insights for business process optimization
- Improved user experience through self service

Customer Support and Managed Services: Philosophies in Comparison

Conventional: Scale & Incubency

v/s

e-Zest: Innovation & Speed

Classical managed services

01

Agile, technology-first & innovative

Dependent on team availability and skills

02

Technology first managed services blueprint

Consistent cost

03

Dynamic cost reduction

No feedback for optimization

04

Business process optimization

Lackluster user engagement

05

Enhanced user experience

Slow paced technology adoption

06

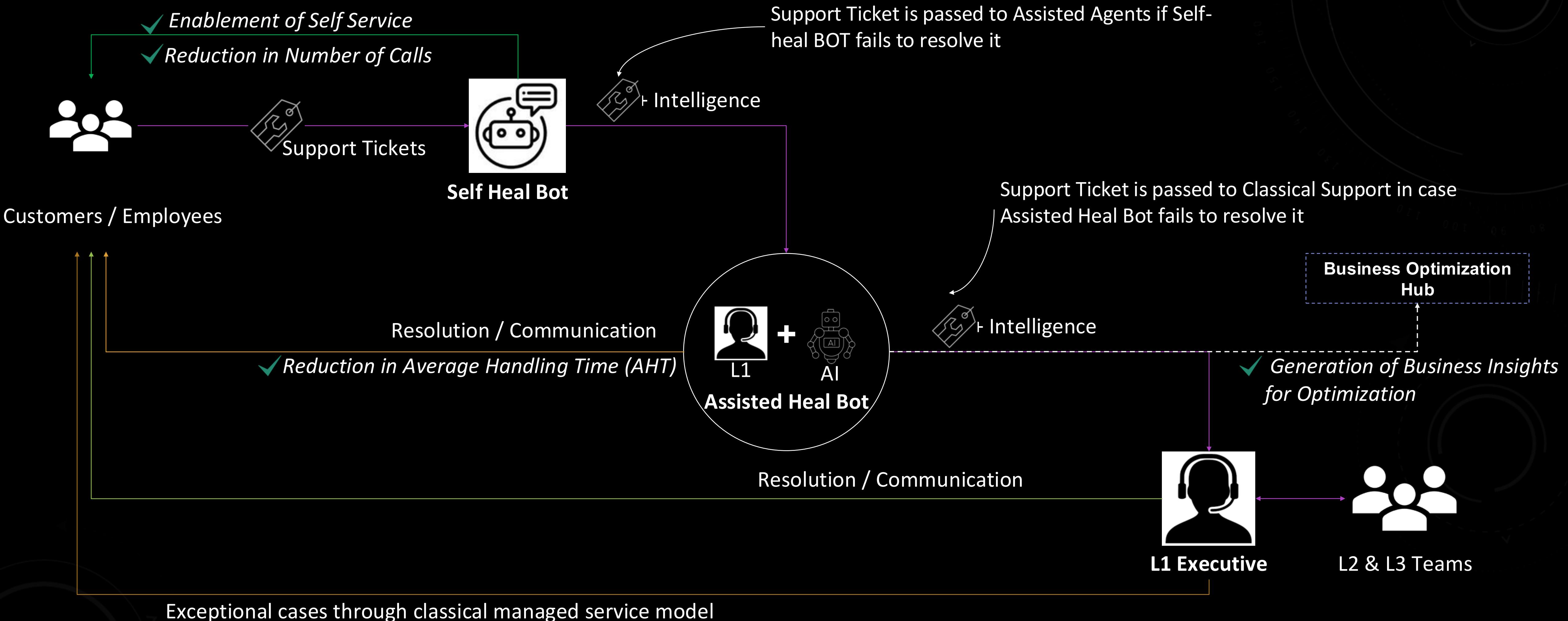
Fast paced technology adoption using Gen AI

Incremental Automation

07

Ruthless Automation

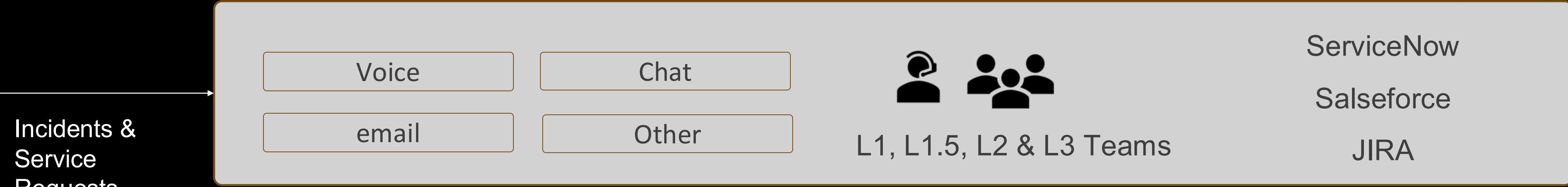
TECHNOLOGY-FIRST APPROACH



AI driven Managed Services



CLASSICAL MANAGED SERVICES



SELF HEAL BOT

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- Personalized experience
- Automated communication
- Multilingual Support

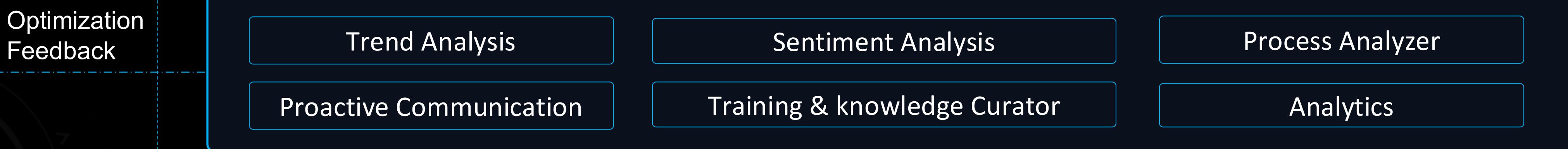
ASSISTED HEAL BOT

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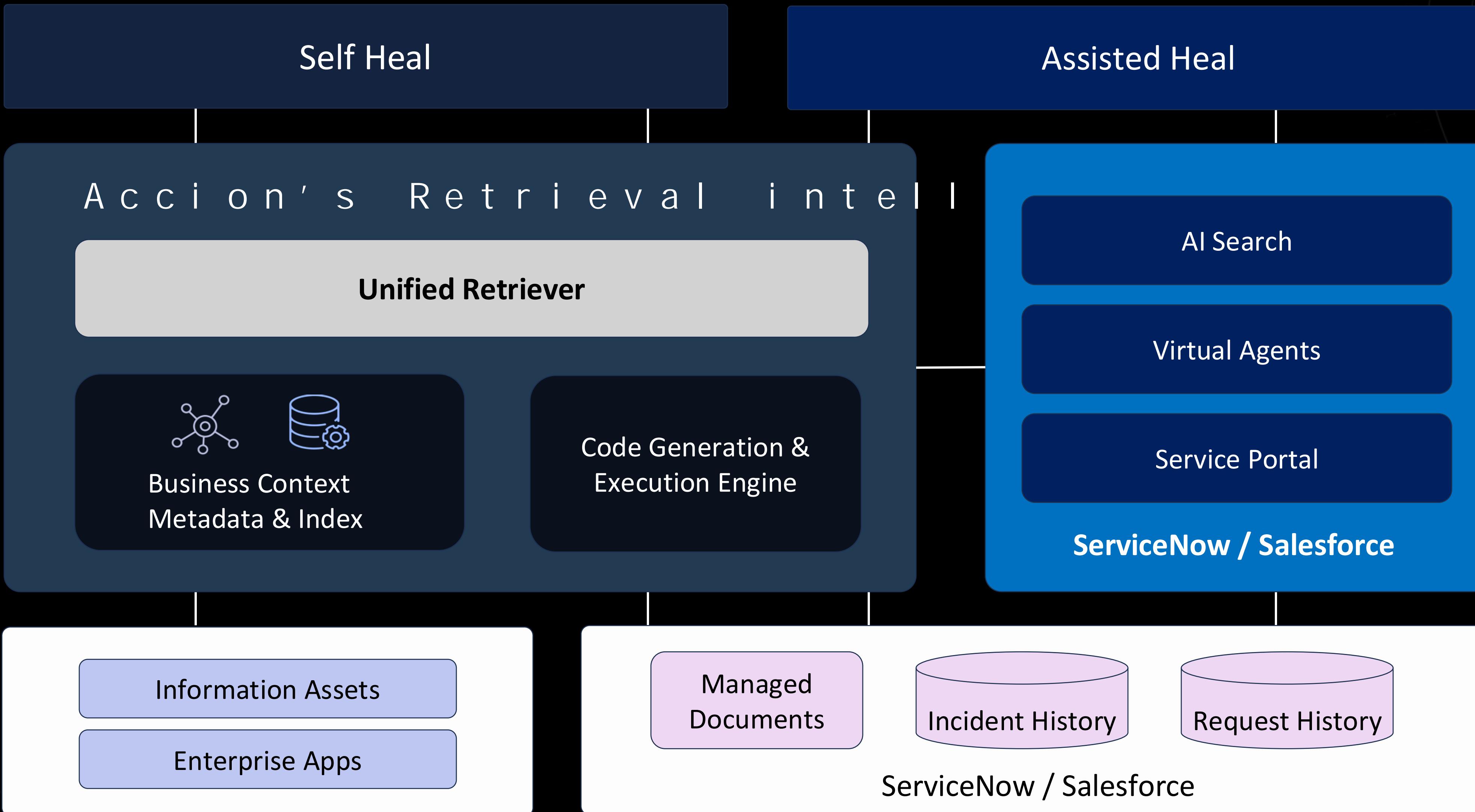


Innovation Team

BUSINESS OPTIMIZATION HUB



TECHNOLOGY ARCHITECTURE



ITSM / Customer Support Demos

Self-Heal

- Customer facing product support bot for leading medical devices & healthcare company

Employee Assistant

- Internal user facing knowledge bot for a leading Pharma chain

Agent Assistant

- Customer support executive assistant for a leading cloud solutions provider

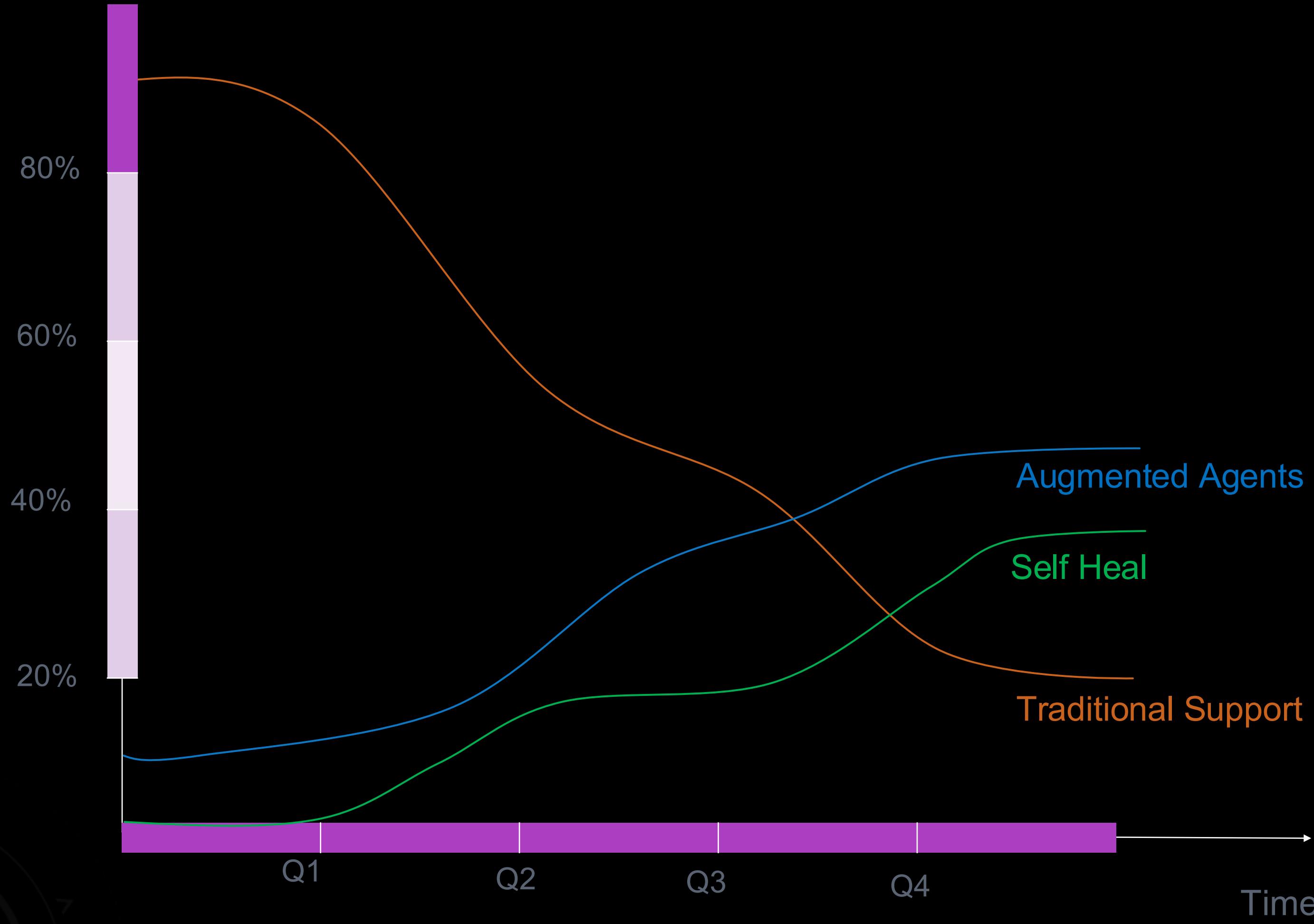
Multi-user Bot

- An integrated ITSM bot for different user roles for international organization for migration

TRANSITIONING TO AI-DRIVEN MANAGED SERVICES



Ticket Volume Managed By Different Layers



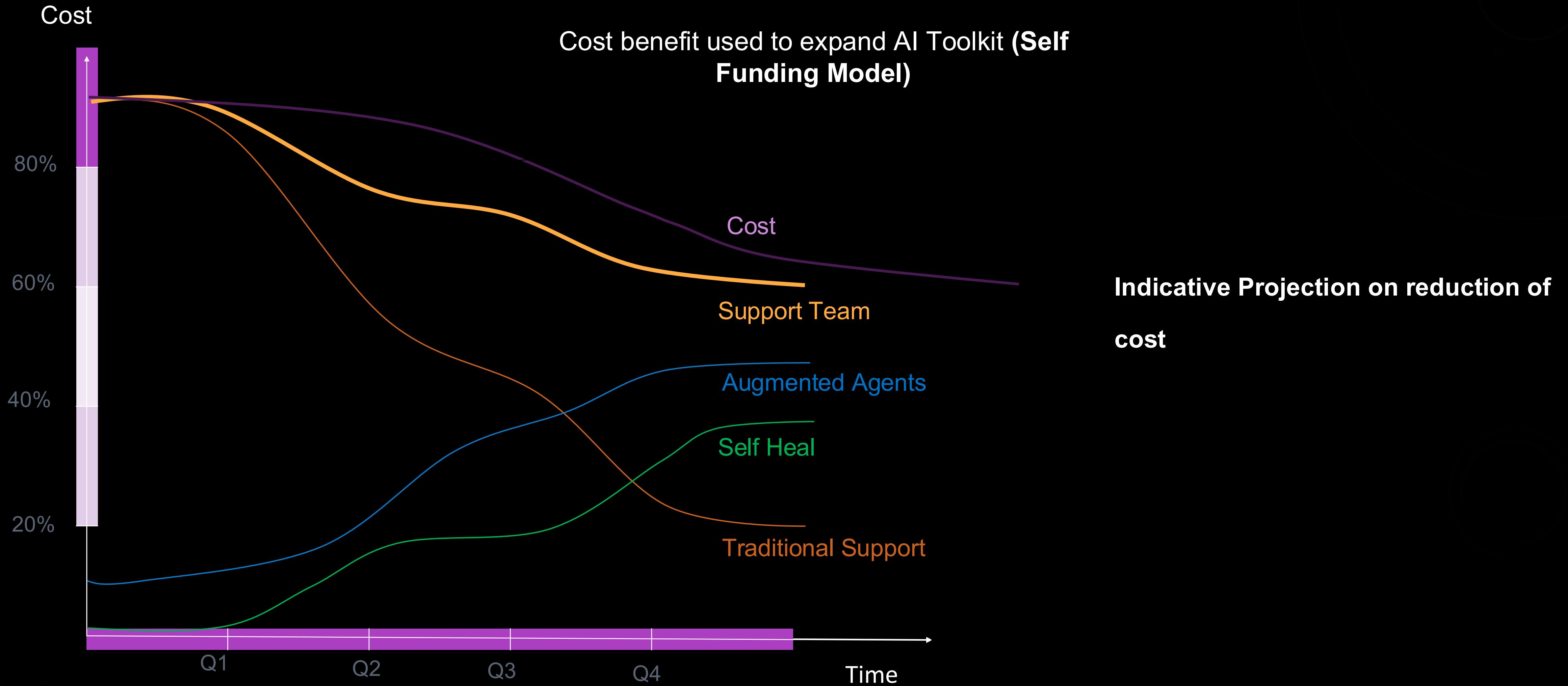
Indicative Projection

Number of incidents managed by various layers

Expected reduction in size of support team

Reduction in cost of managed services

INDICATIVE PROJECTION OF COST



Code Modernization Using GenAI

What We Offer

**80% reduction in
migration time**

**70% reduction in
migration cost**

Highly maintainable future ready code

Zero cloud dependency on migrated code

Source code, test cases, **documentation**

Excellent code **quality**, optimized code

Legacy Migration Approach Comparison



Method	Code Quality / Maintainability	Conversion Time	Conversion Costs	Maintenance Cost (TCO)
Manual re-write				
Re-engineering & refactoring only				
Cloud native migration				
Conventional automation tools				
Mainframe emulation				
Our Approach				

Legacy Migration Solution



Inputs

Documentation

Code base

Coding Guidelines

Design Patterns

Sample codebase

Target Architecture/UI

Process

Ingest

Enrich

Translate

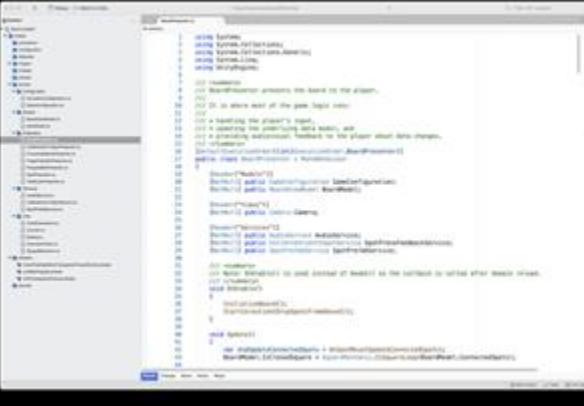
Refactor

Recompose

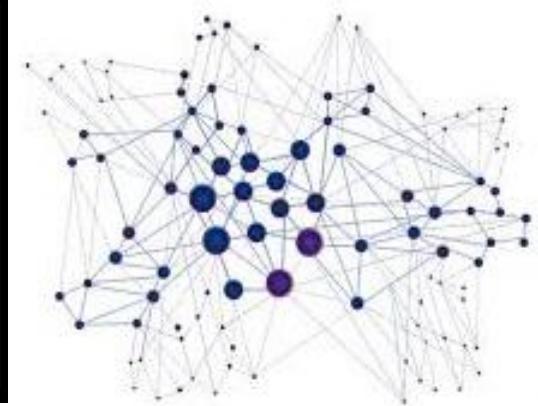
Fix

Test & Run

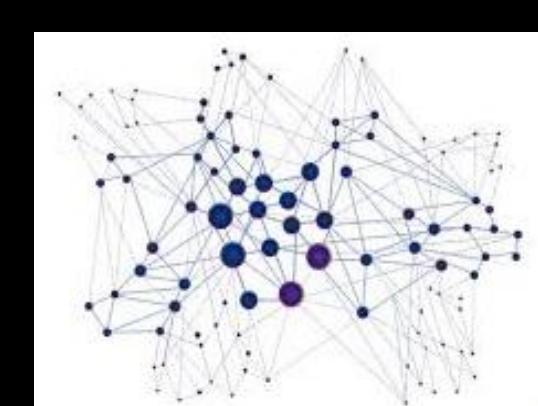
Outcome



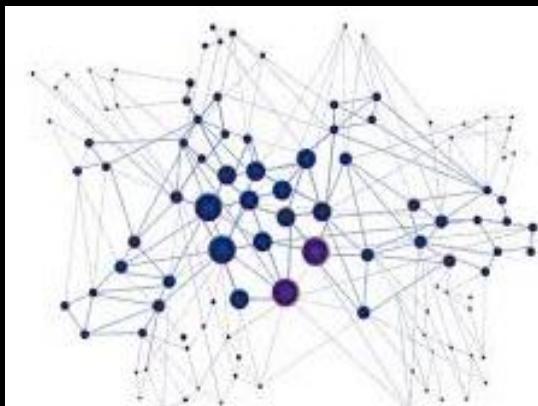
Source Code



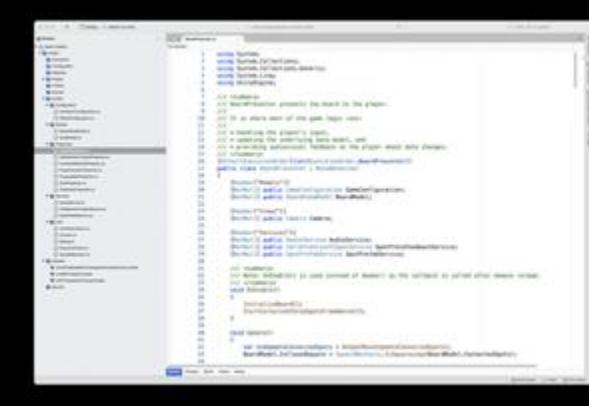
Source Graph nodes



Intermediate Graph nodes



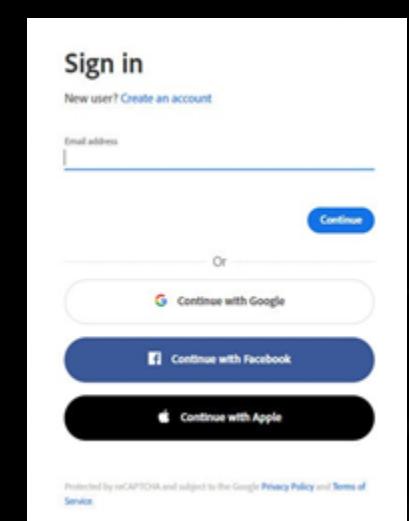
Target Graph nodes



Target Code

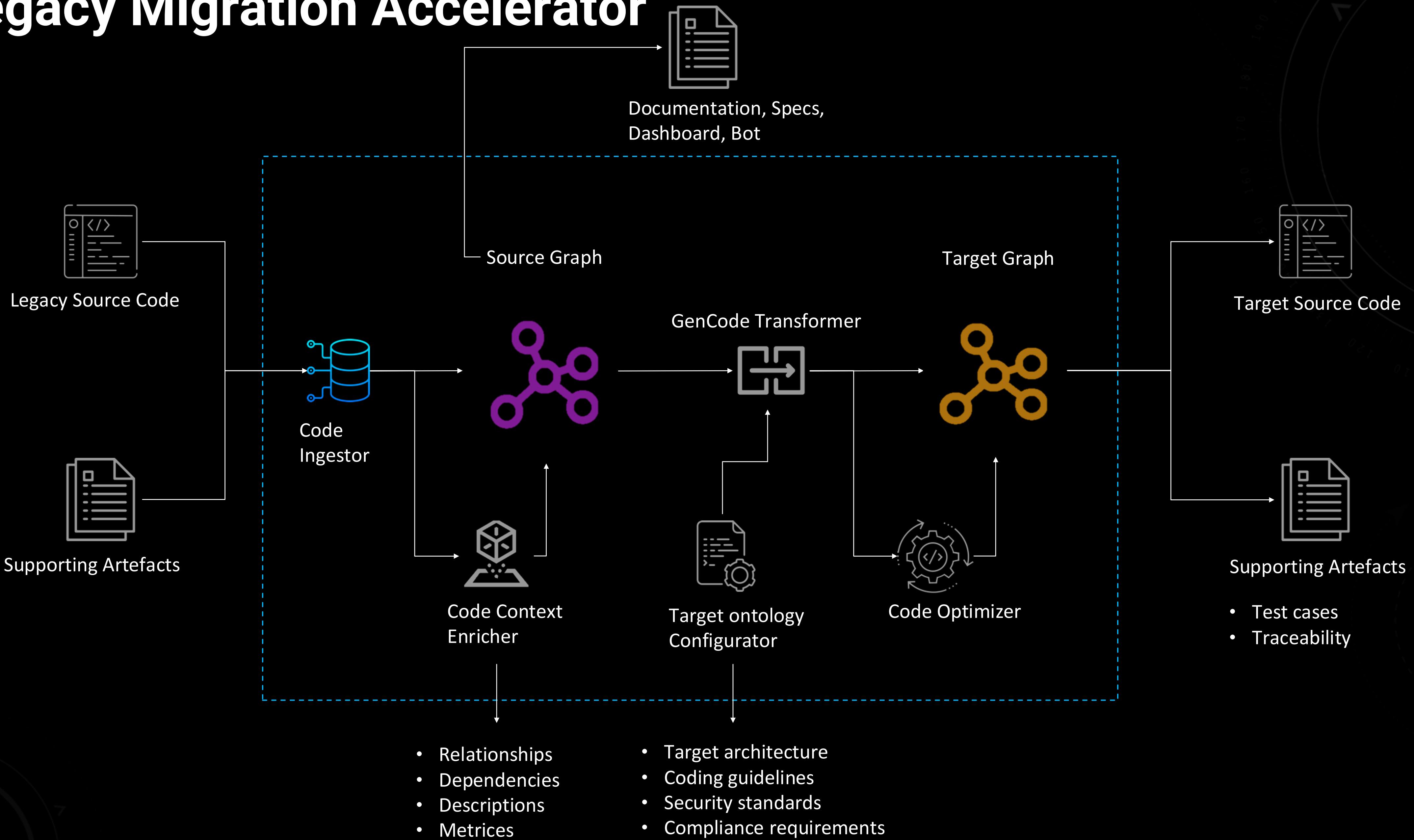


Manual Fix



Working Application

Legacy Migration Accelerator



Legacy Migration Insights

Code Migration

Cobol Dashboard Graph Overview Java Dashboard

Java classes post generating

278

Java classes post conversion

167

Cobol Transaction Volume

19120

Java LOC output post conversion

41782

Java LOC output post refactoring

30985

Compilation errors (10k lines)

391

Runtime errors (10k lines)

78

LOC multiplier frontend

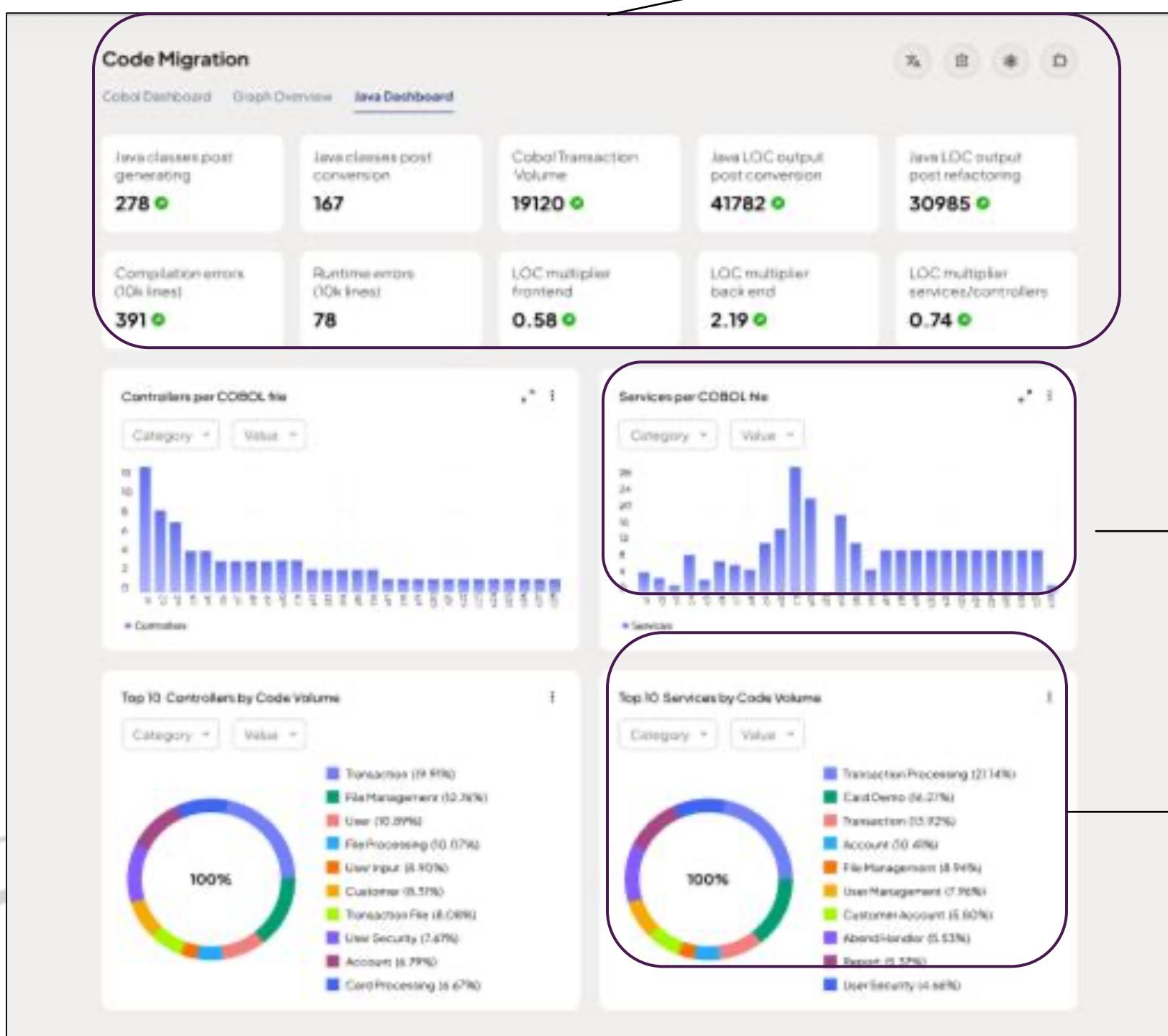
0.58

LOC multiplier back end

2.19

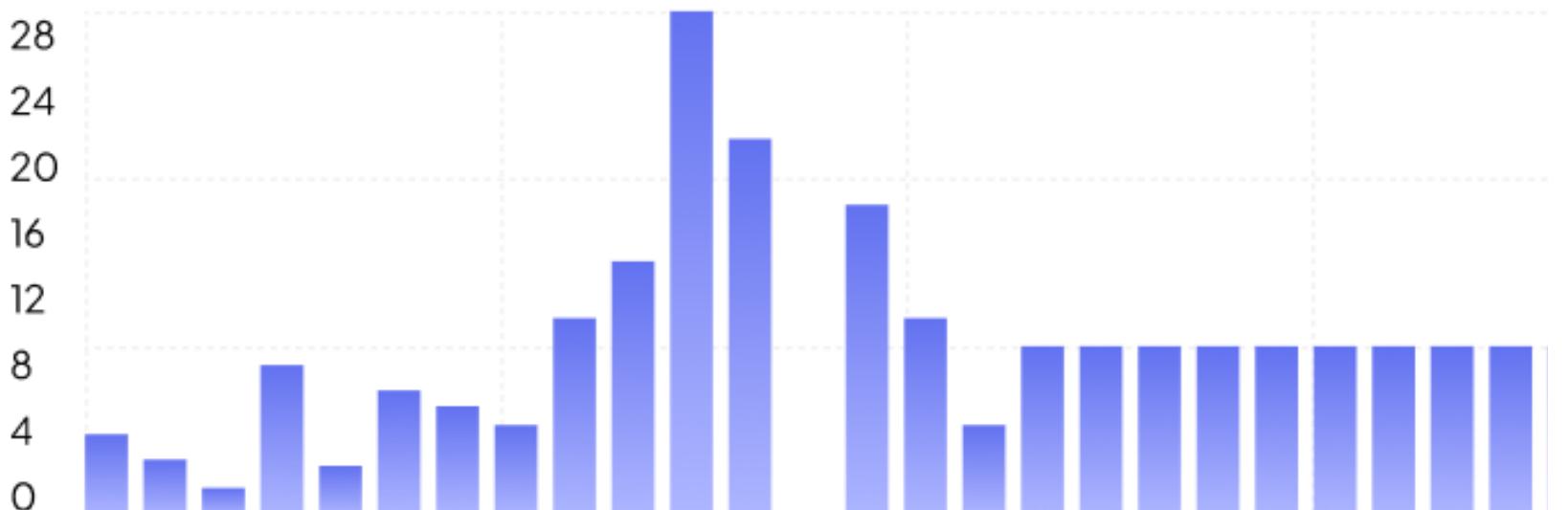
LOC multiplier services/controllers

0.74



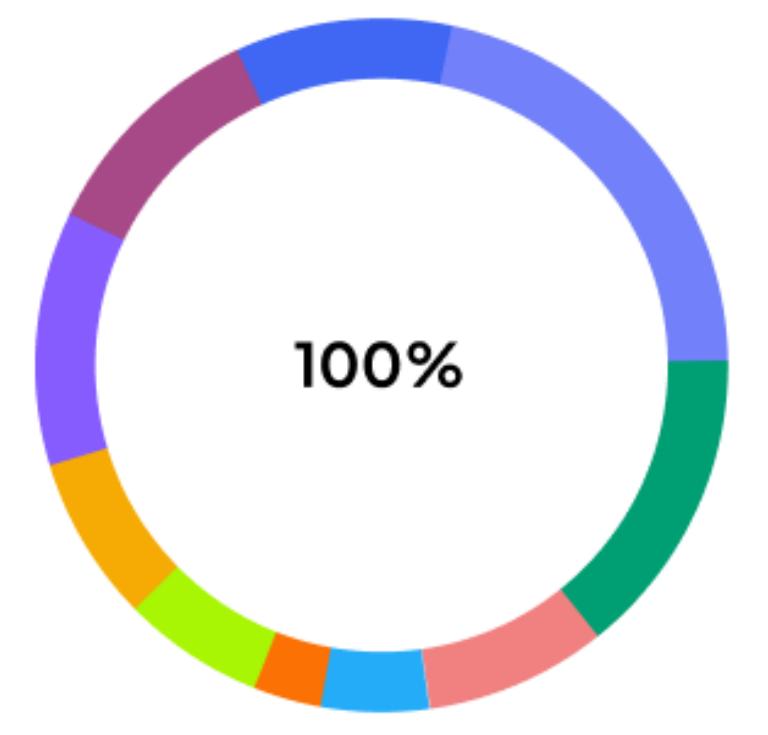
Services per COBOL file

Category Value

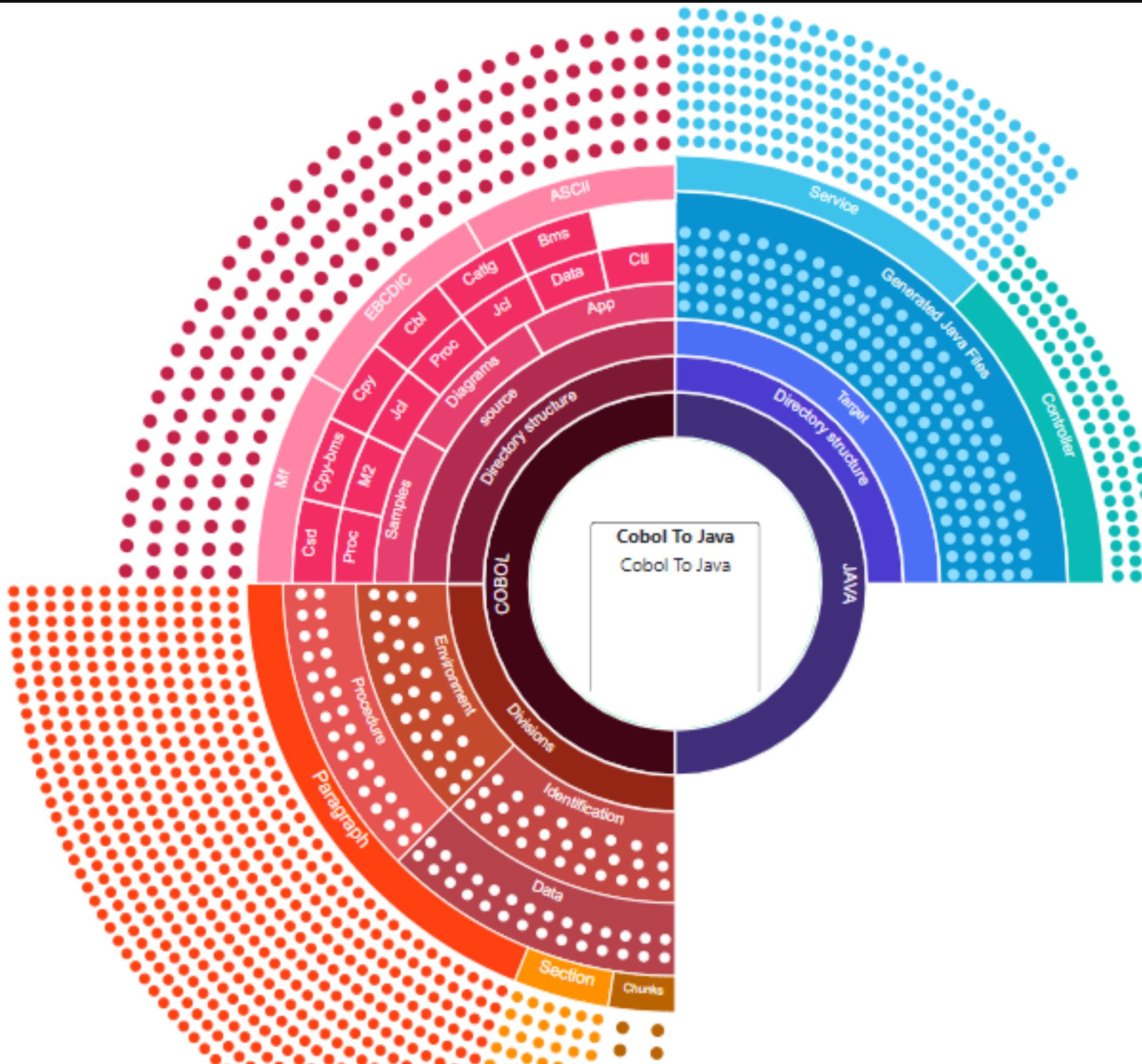


Top 10 Controllers by Code Volume

Category Value



CodeMap Explorer UI





Gen AI in a Box

For cost-efficient, high-throughput
Generative AI deployments

Top 3 Challenges in Gen AI Adoption



Addressing critical challenges in GenAI adoption, including concerns over data security, performance optimization, & the high costs of infrastructure & LLM usage



Data Security

Concerns over sensitive data exposure



Performance

Time-consuming optimization process



High Adoption Cost

Infrastructure and LLM usage costs

GenAI in a Box **strategically resolves key challenges**



Cost Efficiency

- Optimized Hardware: Maximize AI performance with tailored hardware solutions
- On-Premise Hosting Option: Keep data local to reduce cloud costs
- Open-Source Models: Access advanced AI capabilities without licensing fees

Accuracy

- Task-Specific Models: Tailor Transformer or SSM models for specific operational needs
- Model Fine-Tuning: Customize models meticulously for enhanced precision
- Graph RAG Architecture: Enhance coherence using retrieval-augmented generation techniques



Security

- On-Premise Data: Maintain data privacy and control with local storage
- Access Control: Safeguard sensitive information with robust management
- Guardrails Configurations: Ensure safety and compliance with predefined AI behavior rules

Accelerators

- Gen AI Development Framework: Rapidly create generative AI solutions with a robust framework
- Ready-to-Deploy Applications: Quickly deploy pre-configured applications for immediate use
- Industry-Specific Solutions: Customized AI solutions to meet specific industry challenges



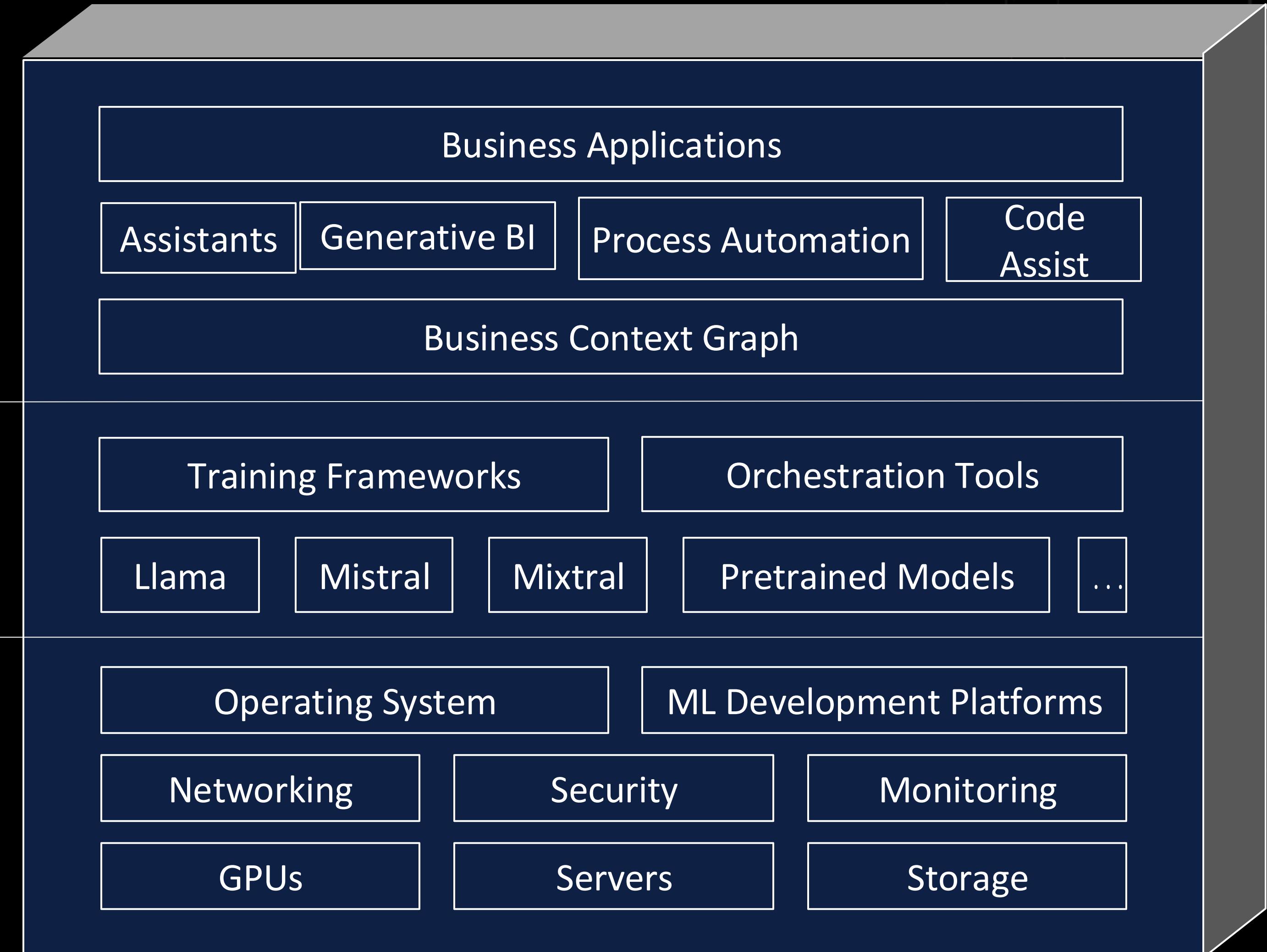
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Business Apps & Tech Blueprint:
Ready-to-deploy applications, Gen AI implementation accelerators, and technology blueprints

LLM Infrastructure & Models: LLM infrastructure and variety of open source and pretrained models

Hardware: Optimized hardware for on-premise hosting available through partnership with Lenovo/Dell



Business benefits



Accelerated Time To Market

- Ready-to-deploy business apps
- Base framework for quick custom solutions
- Shorter analysis & design cycles

Strategic Gen AI Adoption

- Strategic roadmap for Gen AI adoption
- Ready to explore use case portfolios
- Continuous capability enhancement

Data Security and Compliance

- On-premise deployment for control over data
- Compliance with data protection regulations
- Vital for sectors like healthcare and finance

Customization and Control

- Tailoring LLMs to specific needs
- Integration with existing systems
- Fine-tuning models for specialized tasks

Low Latency and Cost Control

- Achieving low latency for real-time applications
- High performance & accuracy, smaller footprint
- Cost savings in the long term

Finetuned LLM on Server

- Pre-fine-tuned domain-specific models
- Reduces manual annotation costs
- Creates highly performant, versatile LLMs

Accion' Extended Gen AI Lab

Comprehensive Gen AI Offerings – Tailored to Your Needs



Consulting & Advisory Gen AI Adoption & Implementation

Expert guidance to help you seamlessly integrate Generative AI into your organization.

Gen AI Delivery Pods Ready To Deploy, Self-Sufficient Gen AI Pods

Specialized teams equipped to deploy and scale Gen AI solutions efficiently.

Gen AI Technology Blueprints Proven Technology Blueprints For Gen AI Implementation

Technology blueprints and pre-built accelerators to fast-track your Gen AI implementations.

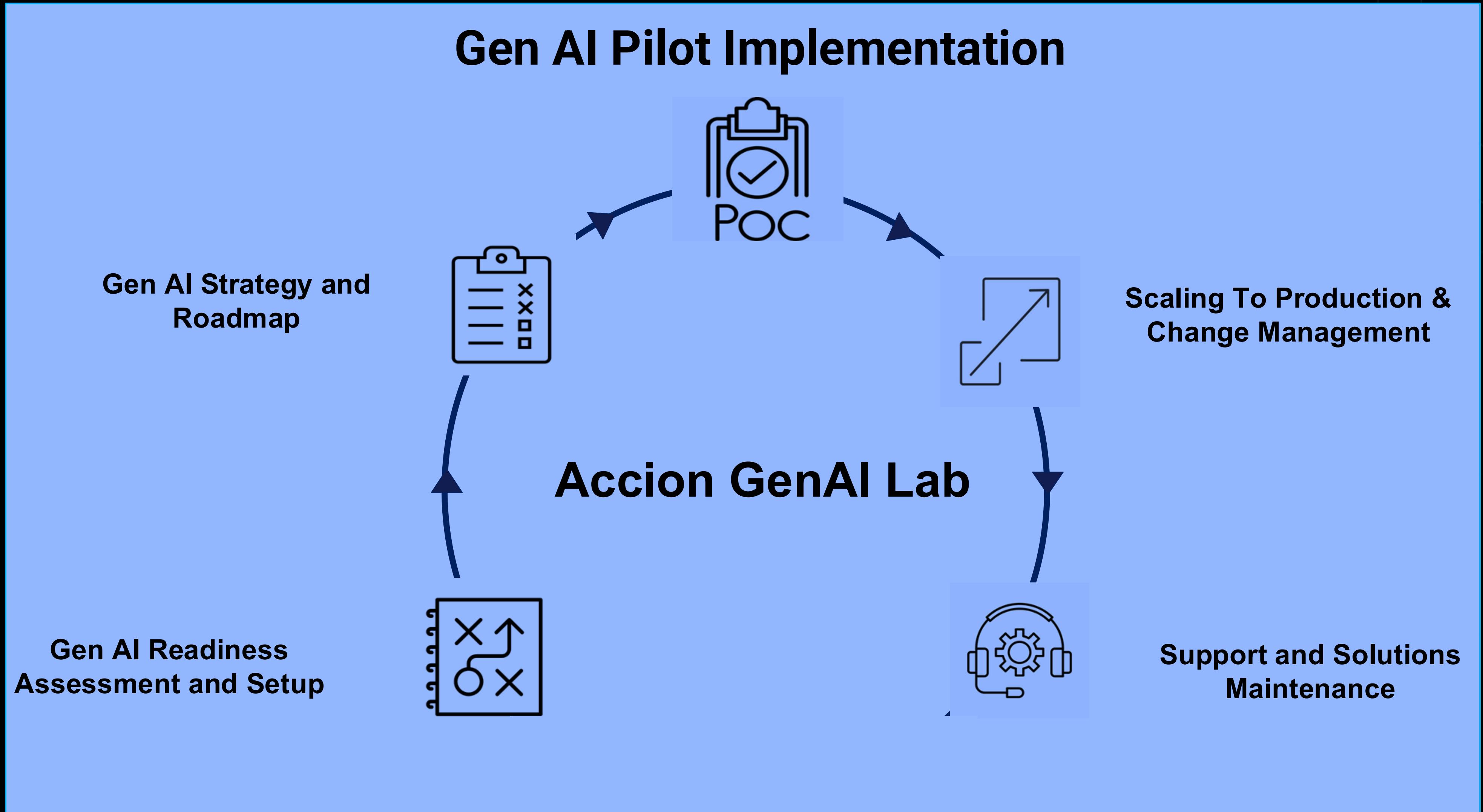
On-premise Hardware & Infra Gen AI Hardware Via Partners

Comprehensive Gen AI hardware solutions, delivered via hardware partners like Lenovo/Dell.

Accelerate Gen AI Adoption With

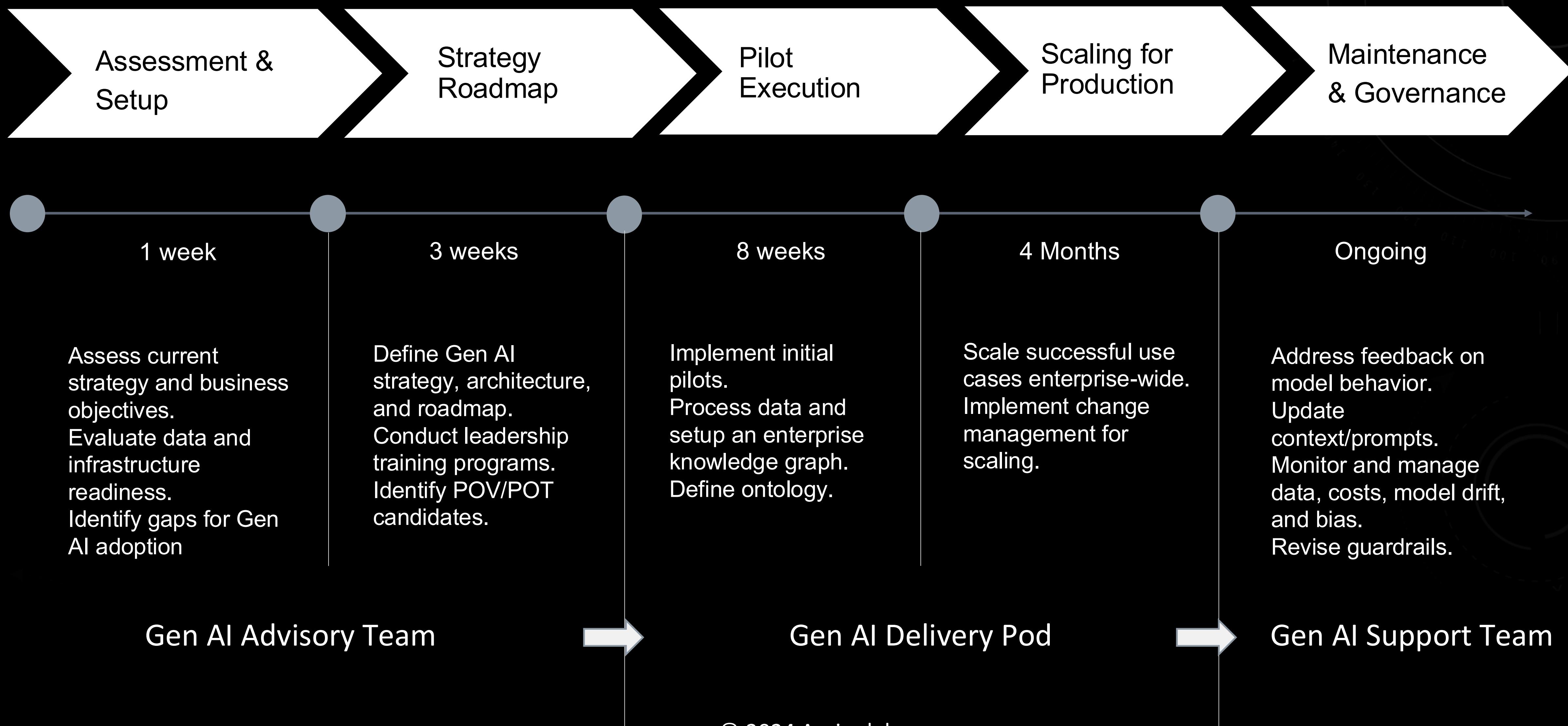
End-to-end Gen AI deployment services

Gen AI Pilot Implementation



Extended Gen AI Lab – Indicative Implementation Timeline

Comprehensive roadmap from planning to execution



Specialized Teams & Indicative Costing

Lean, self-sufficient teams

Gen AI Advisory Team

- 1 Sr. Gen AI Consultant
- 1 Sr. Gen AI Architect

40 hours per month

USD 4,000 per month
1-month contract

Gen AI Delivery Pod

- 1 Gen AI Architect
- 3 Gen AI Full Stack
- 1 Prompt Analyst
- 1 Graph Expert
- 1 Validation Engineer

1000 hours per month
Free access to accelerators

USD 36,000 per month
6-month contract

Gen AI Support Team

- 1 Gen AI Full Stack
- 1 Gen AI Governance Engineer

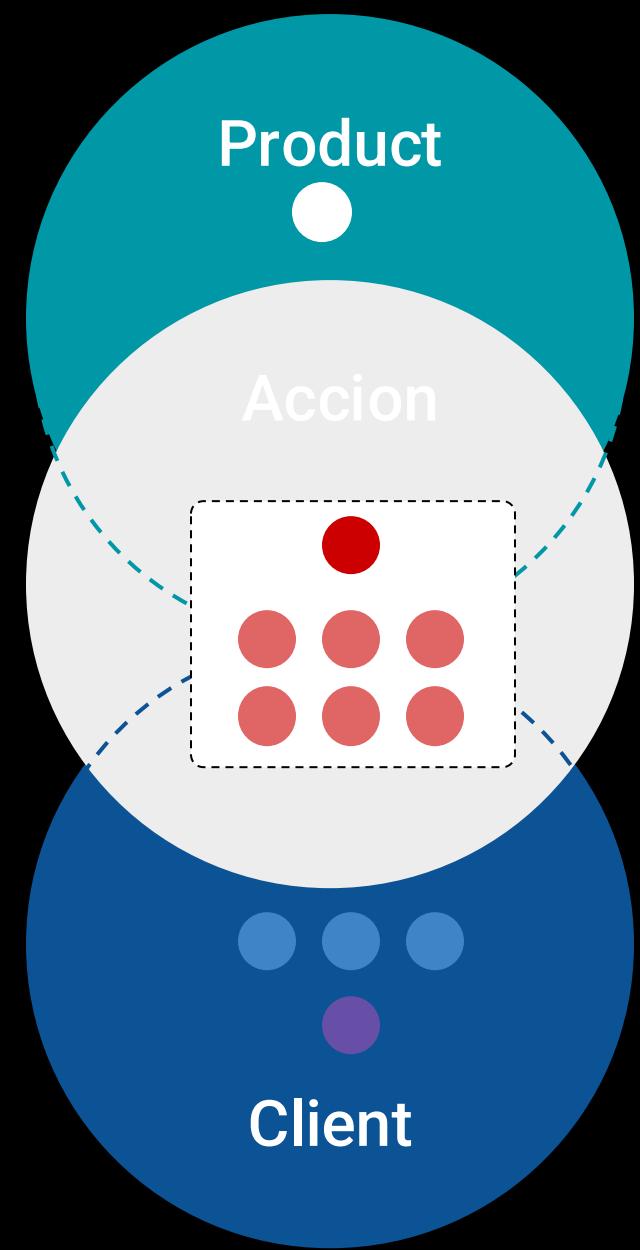
320 hours per month

USD 11,200 per month
12-month contract

Flexible Engagement Models

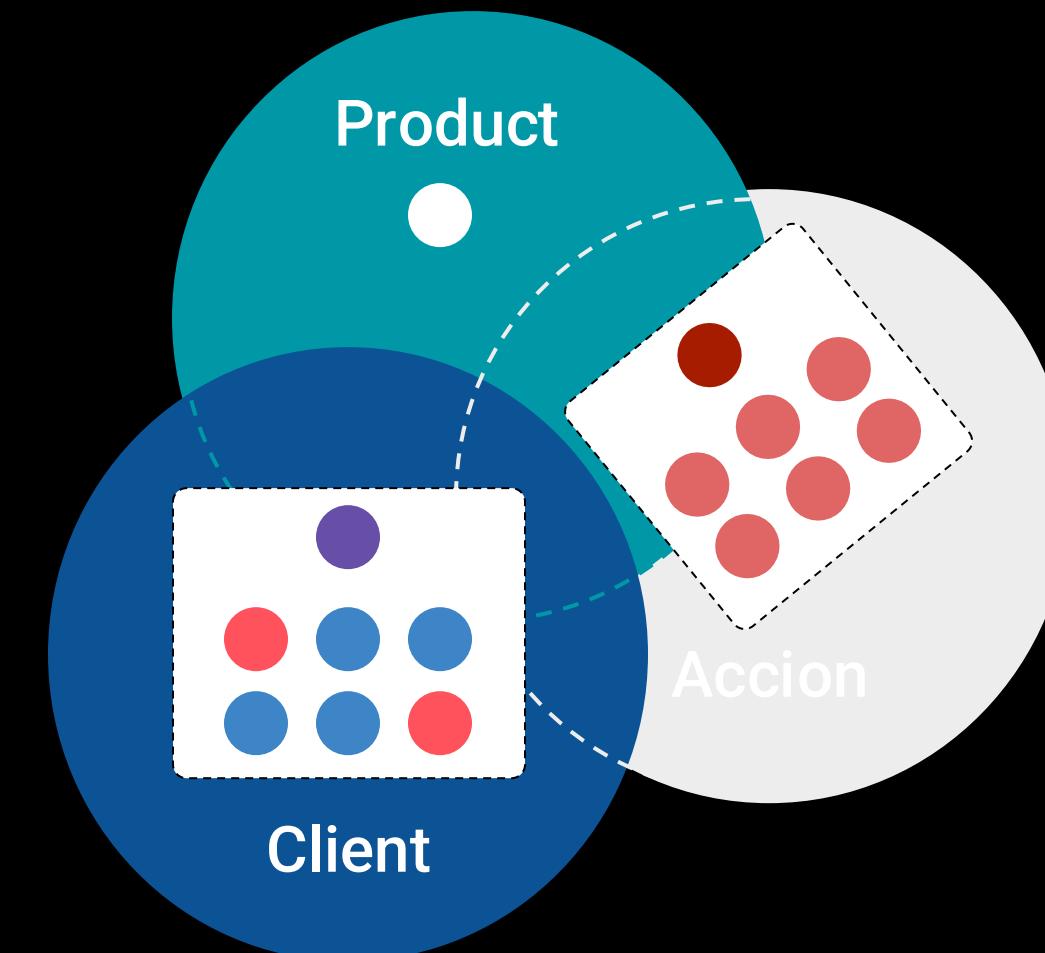


Model A Extended Gen AI Labs



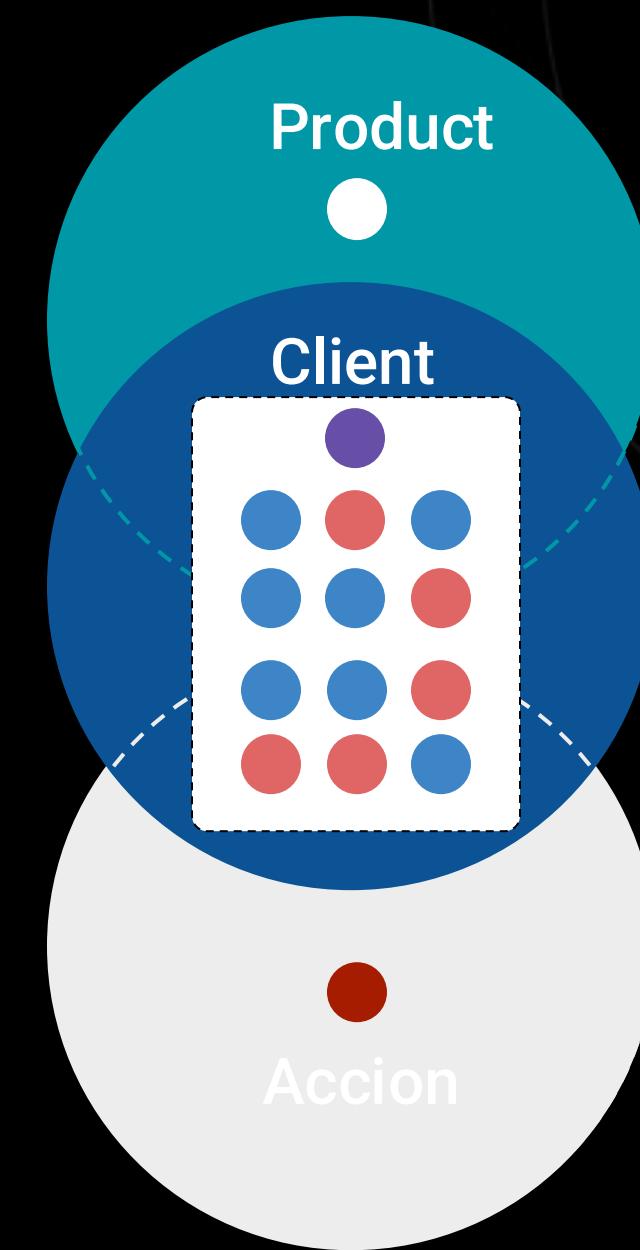
Accion teams completely owns and manages the product's development. Accion provides a full managerial team with Delivery Managers, Product Owners and SCRUM Masters. Client provides support for infrastructure and deployment as per access controls.

Model B - Collaborative Teams



Accion SCRUM teams and Client teams work collaboratively on the product. Accion provides a full managerial team with Delivery Managers, Product Owners and SCRUM Masters.

Model C - Integrated Teams



Action resources work as individual contributors within the core SCRUM team of Client. Accion provides a lean management team to manage individual performance.

● Client Dev

● Client Mgr

● Accion Dev

● Accion Mgr

● Product Owner

Gen AI Skills Rate Card

#	Role	Service Scope	Rate/Hour (USD)	Monthly Allocation (Hours)	Monthly Billing (USD)
1	Senior Gen AI Architect	Consulting & Advisory	100	20	2000
2	Senior Gen AI Consultant	Consulting & Advisory	100	20	2000
3	Gen AI Architect	Delivery - Pilots & Production	60	40	2400
4	Gen AI Full Stack Engineer	Delivery - Pilots & Production	35	160	5600
5	Prompt Analyst	Delivery - Pilots & Production	35	160	5600
6	Graph Expert	Delivery - Pilots & Production	35	160	5600
7	Validation Engineer	Delivery - Pilots & Production	35	160	5600

Sample Use Cases

Get in touch to experience tailored demos

Knowledge

AI-powered customer support assistants for faster query resolution and enhanced user experience.
Intelligent employee assistants to streamline enterprise information access and daily tasks.
AI-driven agent assist tools to optimize support efficiency and response accuracy.

Data

Data analysis assistants that provide actionable insights from complex datasets in real time.
Automated generation of dashboards and reports for quicker business decision-making.
Cognitive automation to streamline data processing and improve accuracy in workflows.

Cognitive Process Automation

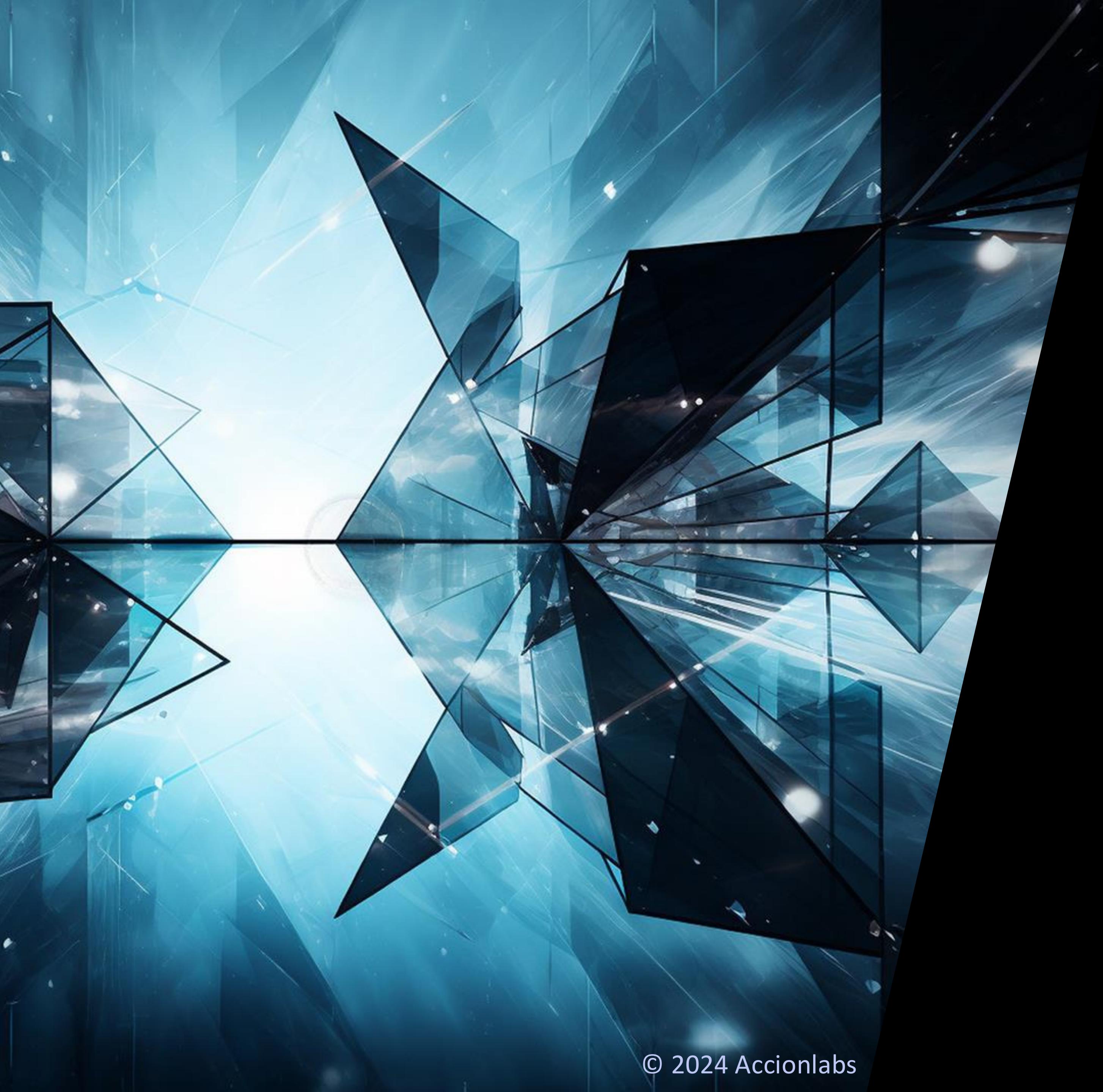
Operations automation using AI agents for seamless task execution and process optimization.
Auto-detection and resolution of support issues, minimizing downtime and improving reliability.

Systems

AI-assisted code migration for faster, error-free transitions to modern frameworks.
Automated system upgrades for minimal disruption and consistent performance improvements.
AI-driven data migrations and ETL processes for smoother transitions and reliable data handling.

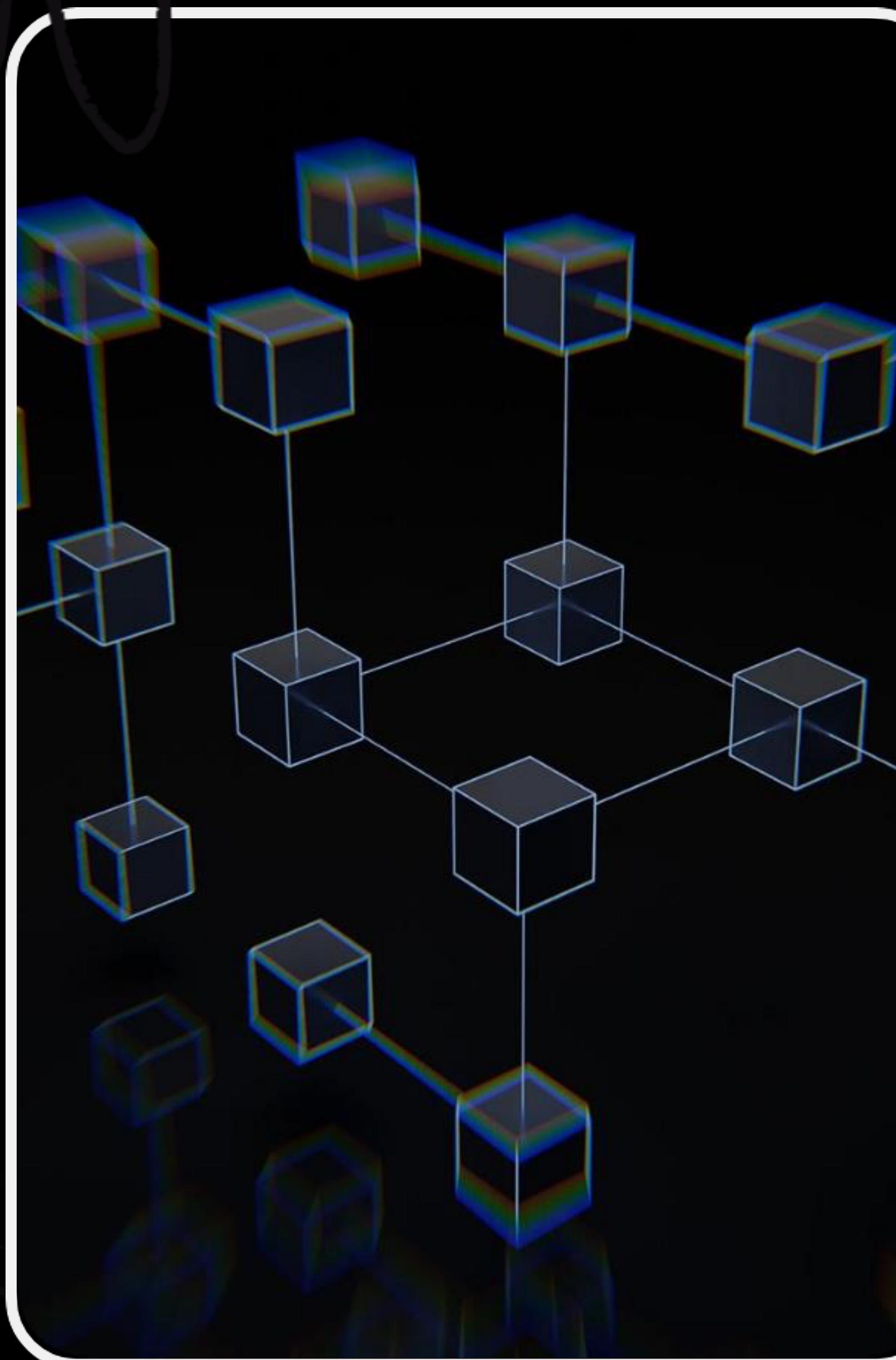


Knowledge Mesh



KnowledgeMesh

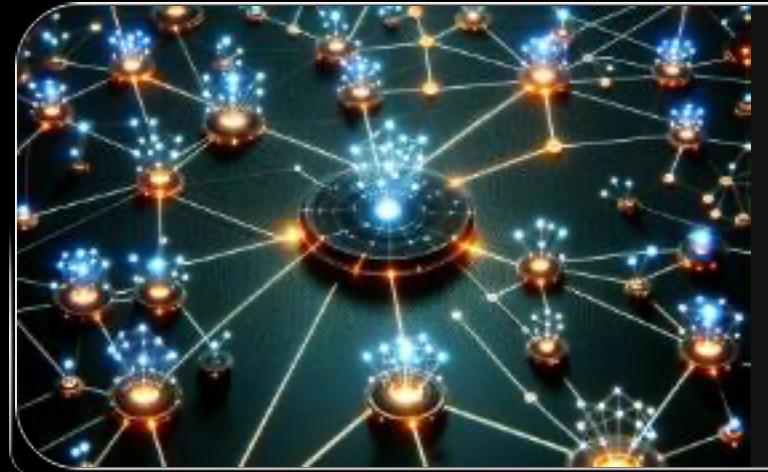
KnowledgeMesh is a cutting-edge platform designed using Graph DB for rapid data discovery, empowering decision-makers and researchers to achieve impactful results efficiently.





Why GraphDB

Key Features and Benefits



Efficiently organizes millions of nodes

GraphDB structures vast amounts of data for easy access and management.



Captures intricate inter-relationships

The module highlights complex connections and relationships between entities.



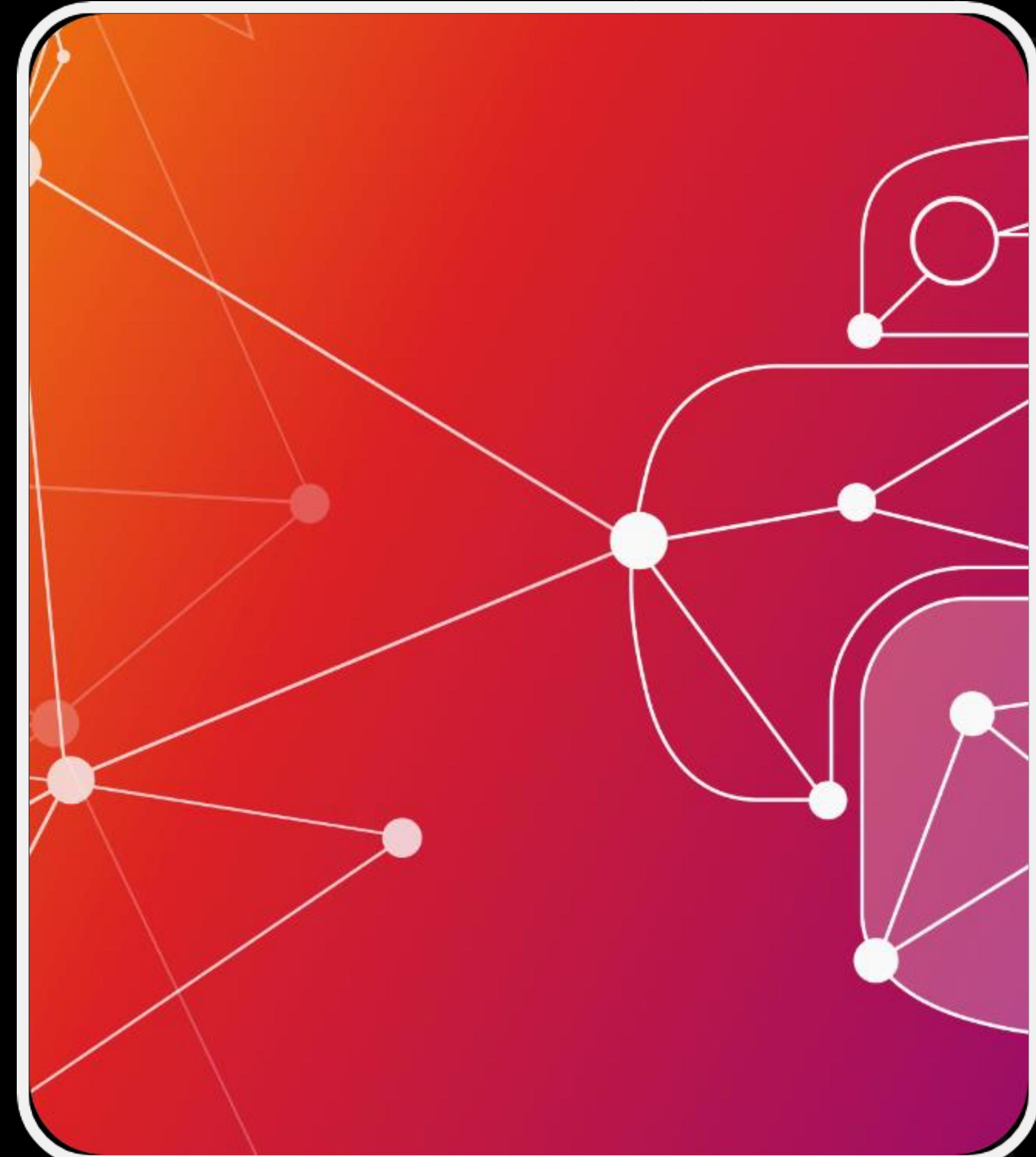
Enables users to explore data easily

Users can navigate through data intuitively, enhancing their understanding.



Holistic visualization of data

GraphDB provides a comprehensive view of data's depth, breadth, and diversity.



Integration & Analytics Capabilities



Data Integration

We integrate diverse data sources to form a comprehensive knowledge graph, offering a unified view of information.



Advanced Analytics

Our system employs advanced techniques like clustering and link prediction to reveal valuable insights from the knowledge graph.



Deep Learning with GNN

Utilizing state-of-the-art Graph Neural Networks enhances analysis accuracy and provides sophisticated insights.



Transforming Research Process with Gen AI

No technical knowledge required for research with Knowledge Mesh

Challenge of Traditional Queries

Traditional query construction is time-consuming and often difficult for non-technical users.

Generative AI Technology

KnowledgeMesh leverages advanced Generative AI technology to simplify the process.

Easy Query Generation

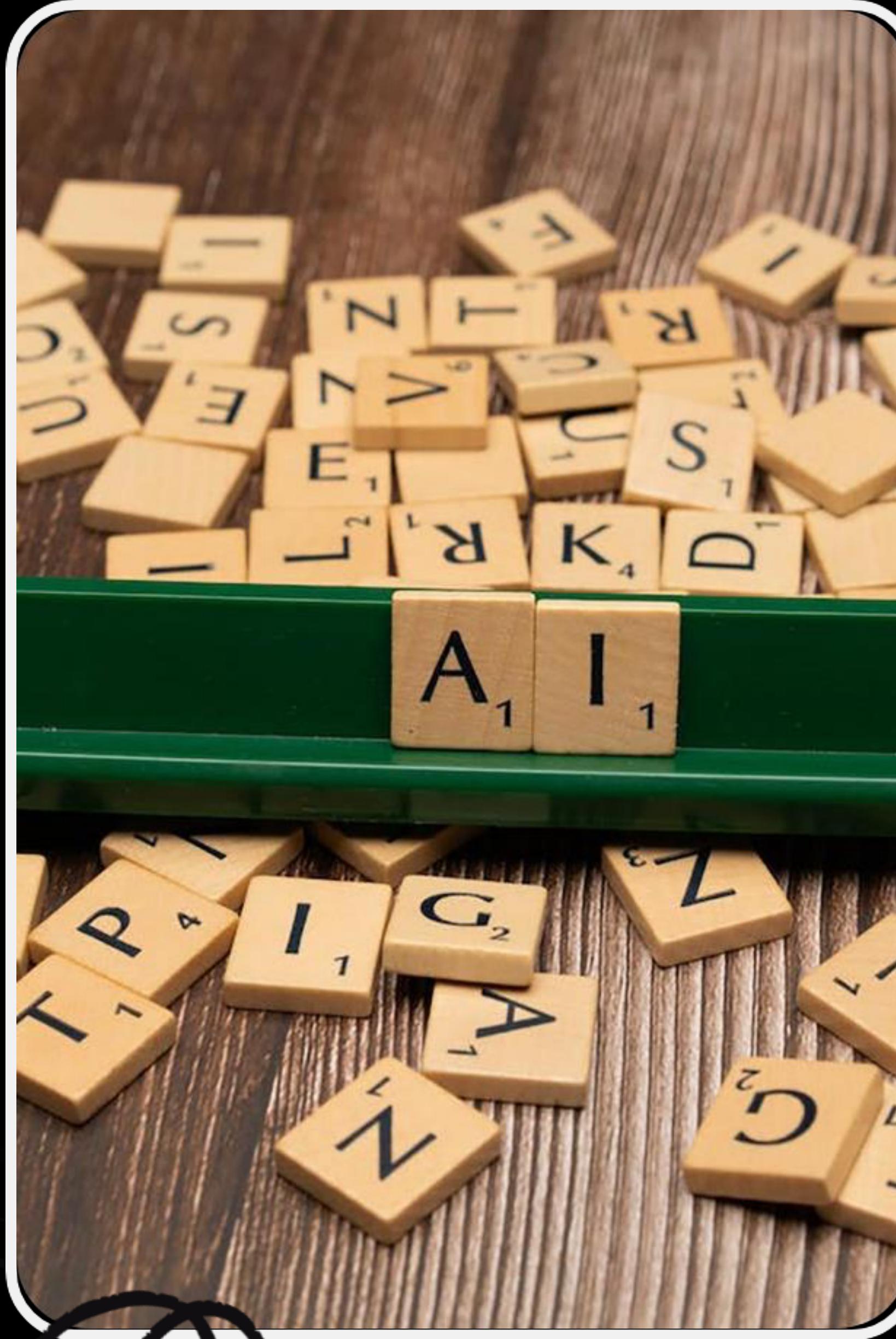
Users can construct complex queries using simple English instructions effortlessly.

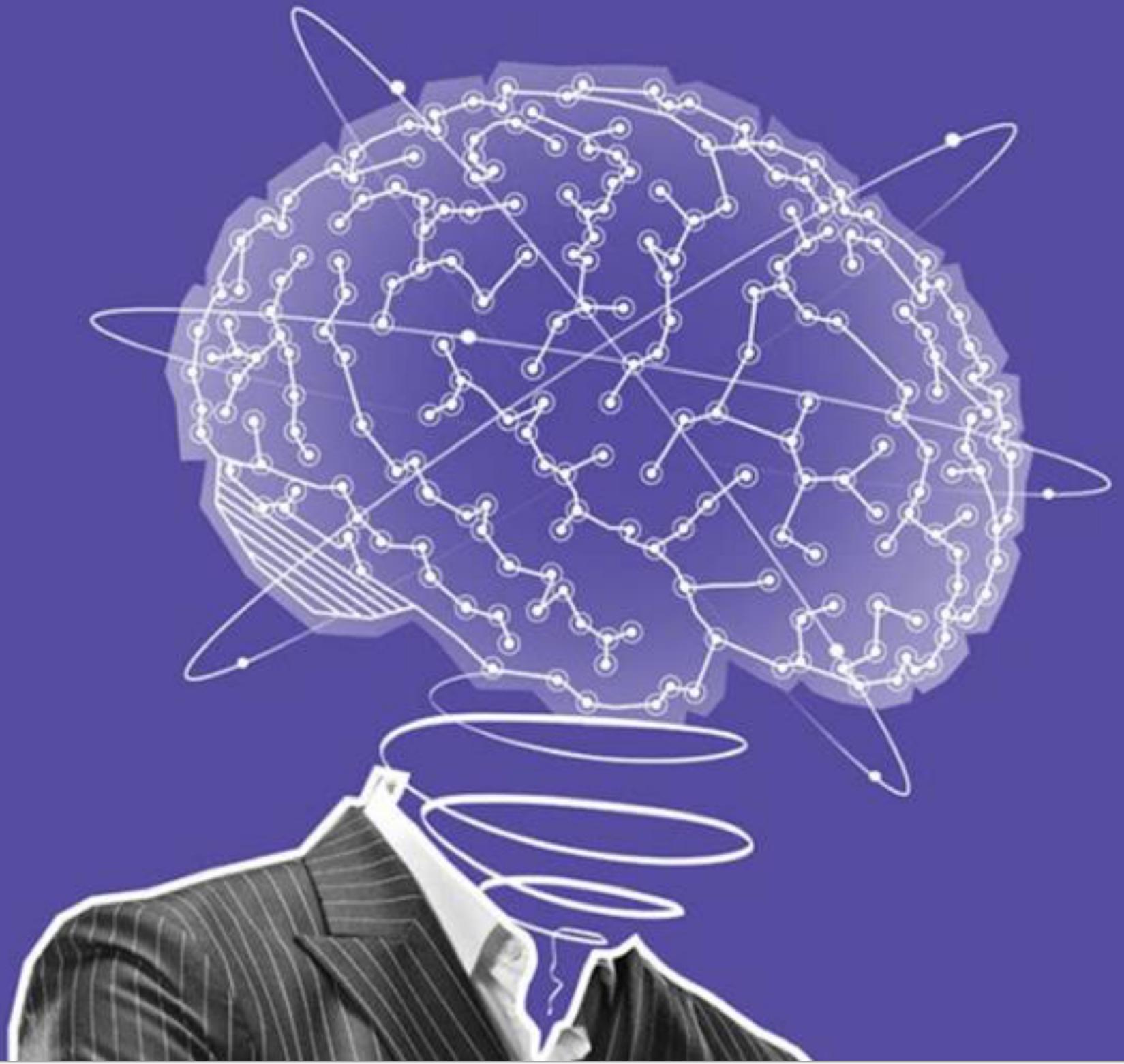
No Need for Query Languages

The system eliminates the need to learn complex query languages, making it accessible to everyone.

Empowerment for Decision-Makers

This empowers decision-makers and data scientists to focus on extracting valuable insights from knowledge graphs.

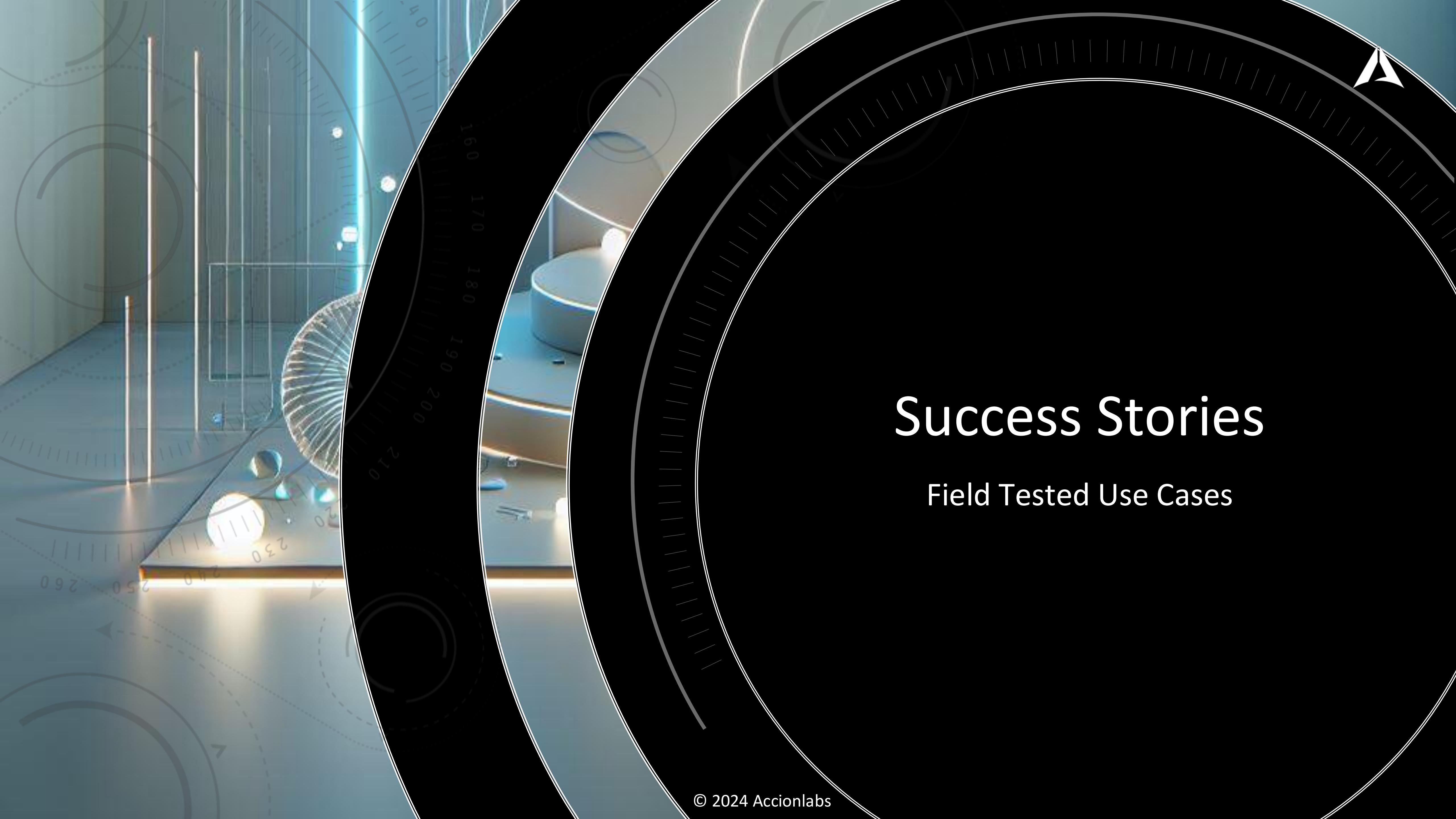




KNOWLEDGEMESH

Experience the Power of KnowledgeMesh

Unlock the potential of your data with KnowledgeMesh and transform your journey into data discovery, making insights more accessible and actionable than ever.

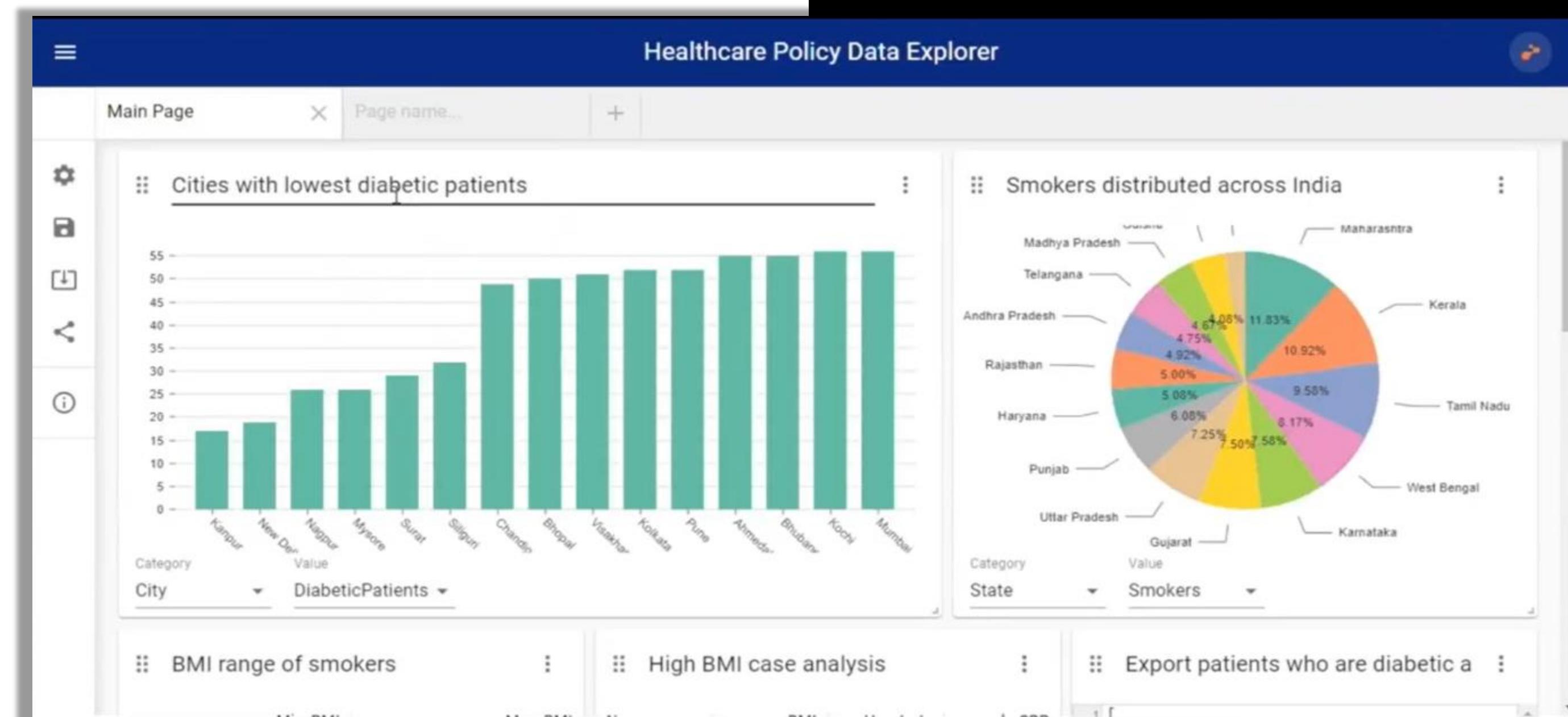


Success Stories

Field Tested Use Cases

Self Service Dashboards

- Generates reports and dashboards on the fly through natural language queries without need of any development activities



Healthcare Policy Data 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.

The screenshot shows a user interface for creating a dashboard:

- Top navigation: Main Page, Page name..., +
- Left sidebar: Settings, Database, Search, Help, Logout
- Central area:
 - Type: Bar Chart
 - Database: neo4j
 - Search of query and result: "Top 9 states with highest number of smokers"
 - Result table:

1
2
3
4
 - Message: "A bar chart expects two fields: a category and a value."
- Bottom right: Advanced settings

Data bots

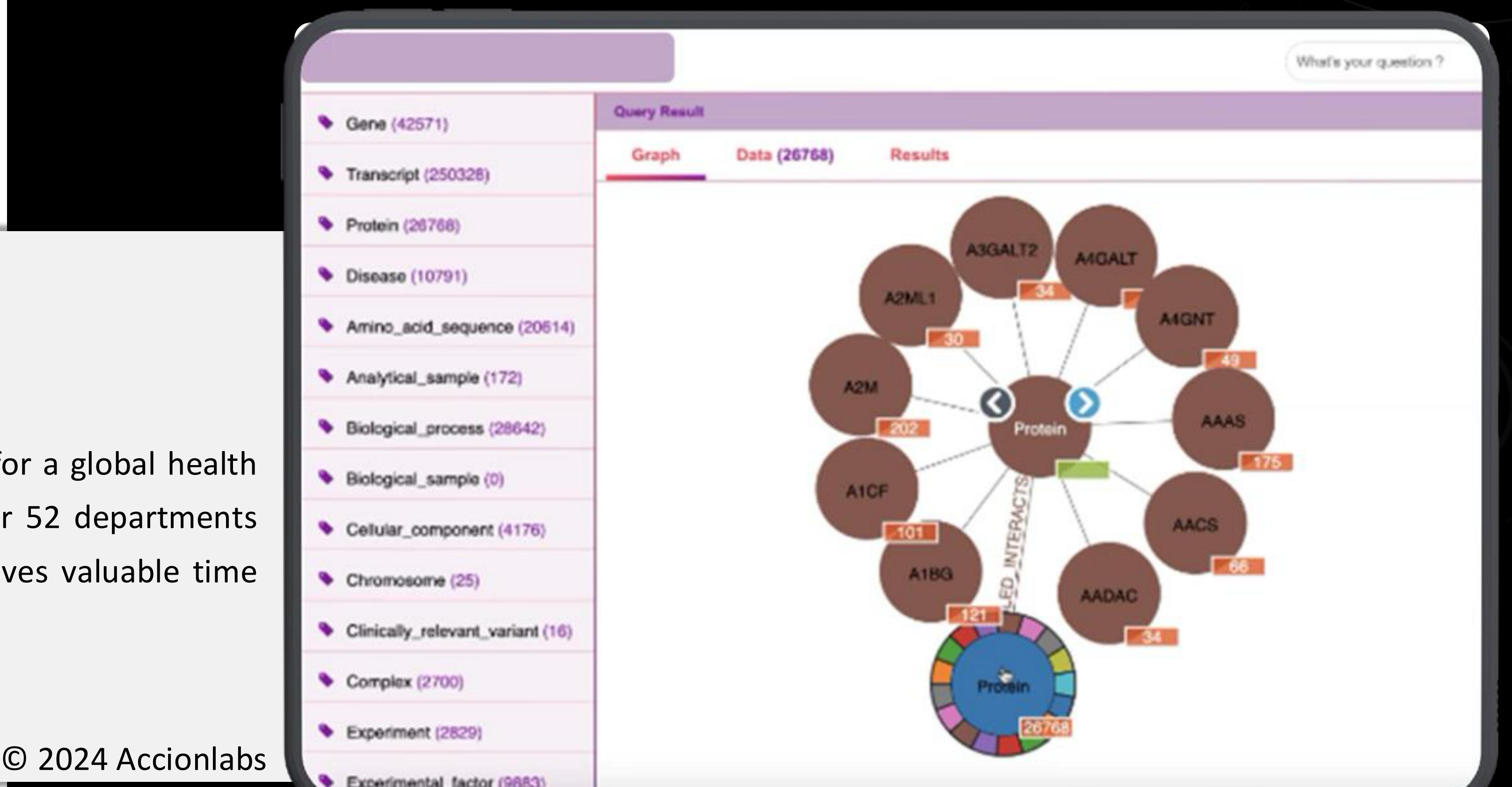
- Enables interactions with data in natural language
- Ensures data security by not sharing business data with LLMs

World Health Data Catalog

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.

Drug Repurposing

We revolutionized drug repurposing for a leading biopharma company. Intelligent Data Analytics platform accepts natural language queries, translating them into technical queries and presenting relevant data in analytical dashboards. This streamlined approach saves time, removes technical barriers, and boosts scientists' efficiency in the process.



Knowledge assistants

- Enables interactions with your business knowledge
- Adds value to numerous business functions and processes that refer to business knowledge

The screenshot shows a knowledge assistant interface. At the top, there's a search bar with the placeholder "What are the drug in" and a "New Conversation" button. On the right, there's a "Logout" button. Below the search bar, a message from the system says: "For specific age groups, such as infants under 6 months, consultation with a physician is recommended." A user question follows: "What is the maximum dosage of Acetaminophen and the potential risks associated with exceeding that limit ?" A detailed response is provided:

- Maximum Dosage of Acetaminophen:**
 - Adults:** Up to 4000 mg/day
 - Children:** Weight-based dosing, with a maximum of 75 mg/kg/24 hours; not to exceed 5 doses/day
- Potential Risks of Exceeding the Maximum Dosage:**
 - Hepatotoxicity (potentially fatal liver injury)
 - Nephropathy including papillary renal failure
 - Neurological effects like medication overuse headache
 - Dermatological reactions such as severe hypersensitivity reactions like Stevens-Johnson syndrome
 - Adverse hematologic effects like neutropenia, thrombocytopenia purpura, and hemolytic anemia
 - Overdosage:** Hepatotoxicity may occur with a single dose of more than 7.5 g in adults or 150 mg/kg in children. A dose of 10 g or more is potentially fatal.

Customer chatbot

The screenshot shows a customer chatbot interface. At the top, it says "Anna NextGen". Below that, a message from the bot says: "To get started, could you please let me know what you are looking for assistance with today? Feel free to type it out and I'll do my best to help!" A user message follows: "How to put up and configure the sensor?" A message from "Anna NextGen - (12:44:44 PM)" says: "To put up and configure the [redacted] sensor, follow these steps: 1. Clean a flat area on the back of your upper arm by washing the area with soap and water, drying it, wiping the area with an alcohol wipe, and" (the rest of the message is cut off).

Cognitive process automation

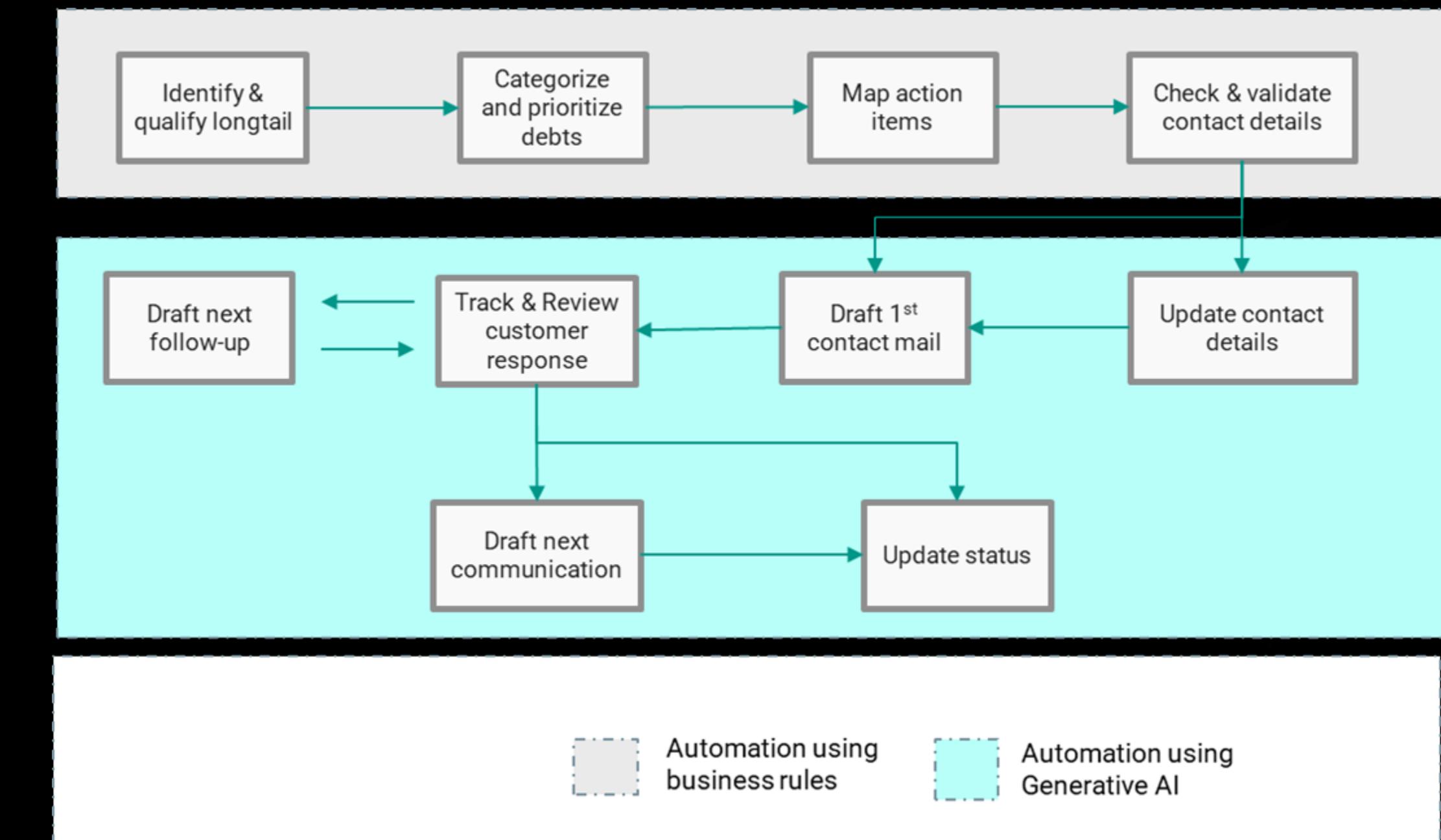
- Automates cognitive tasks
- Improves accuracy through automation
- Removes dependencies on skill availability

Recruitment: candidate to job matching process

We automated a time critical process of matching most suitable candidate profiles with open job descriptions for hot jobs. The matching must take place considering free text information available in a job post compared with unstructured candidate CV and structured profile available in database

Longtail debt collection process

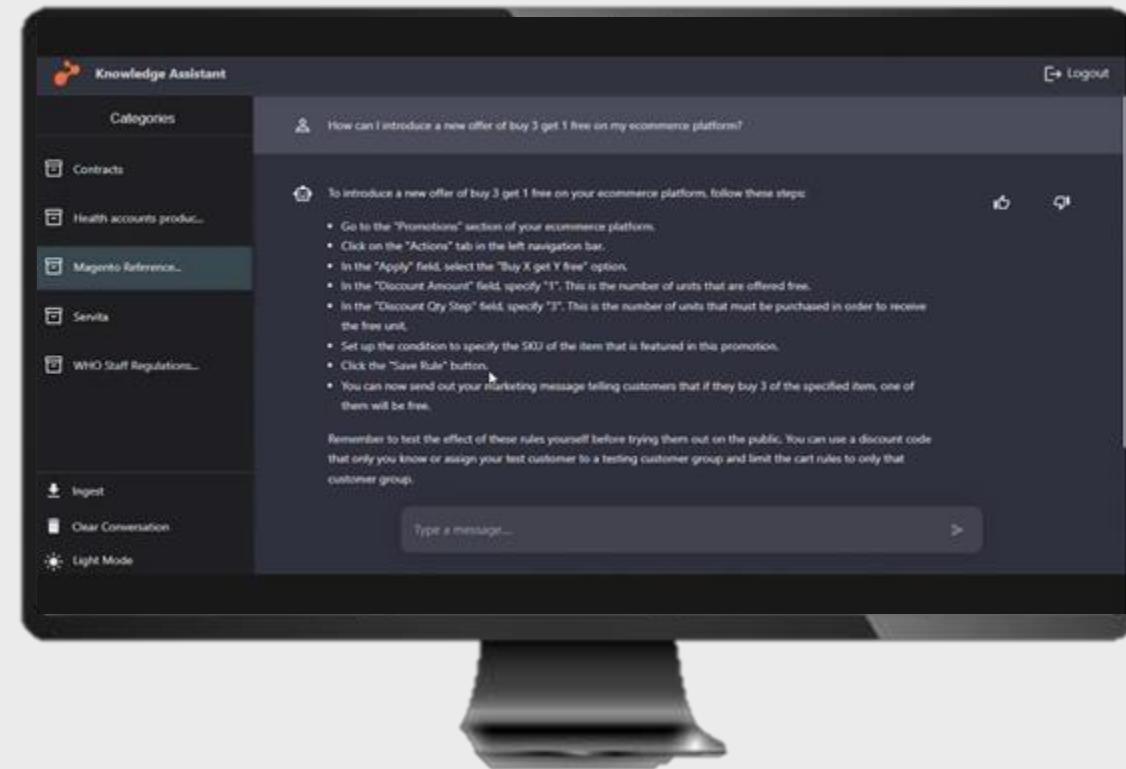
A corporate travel leader faced challenges with longtail open debts, leading to costly manual follow-ups. We automated their debt collection process with Cognitive Process Automation platform, which identifies, communicates, and follows up on longtail debts using natural language understanding.





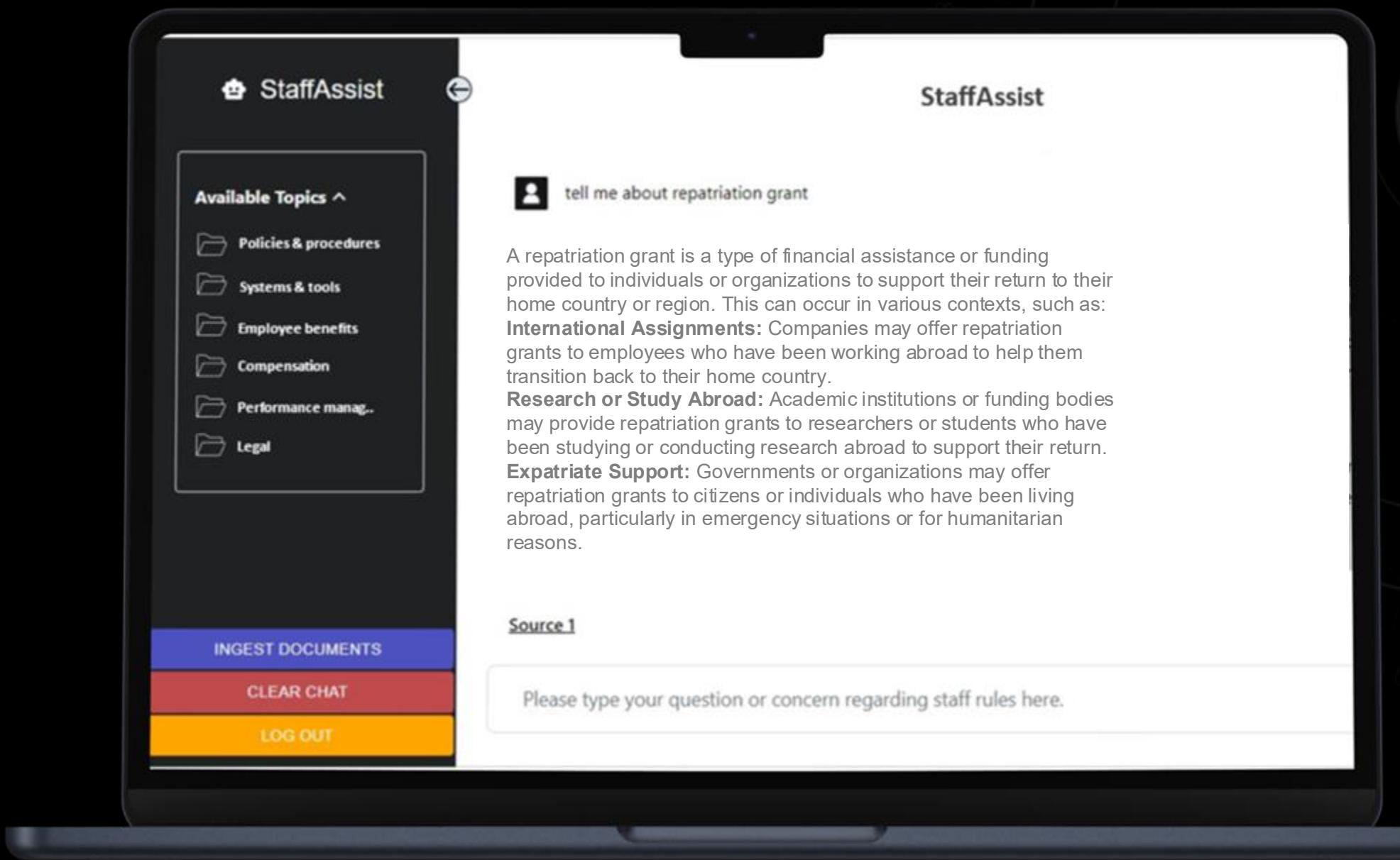
Managed services & customer support

- Ticket volume reduction
- Enhanced agent productivity
- Enhanced user experience
- Process optimization insights



Agent Assist Bot

Our leading medical devices client sought to optimize customer support efforts. We built a knowledge assistant platform to address complex ticket resolution journey. The assistant provides contextual understanding and suggests suitable resolution paths to agents, increasing their productivity by 24%.

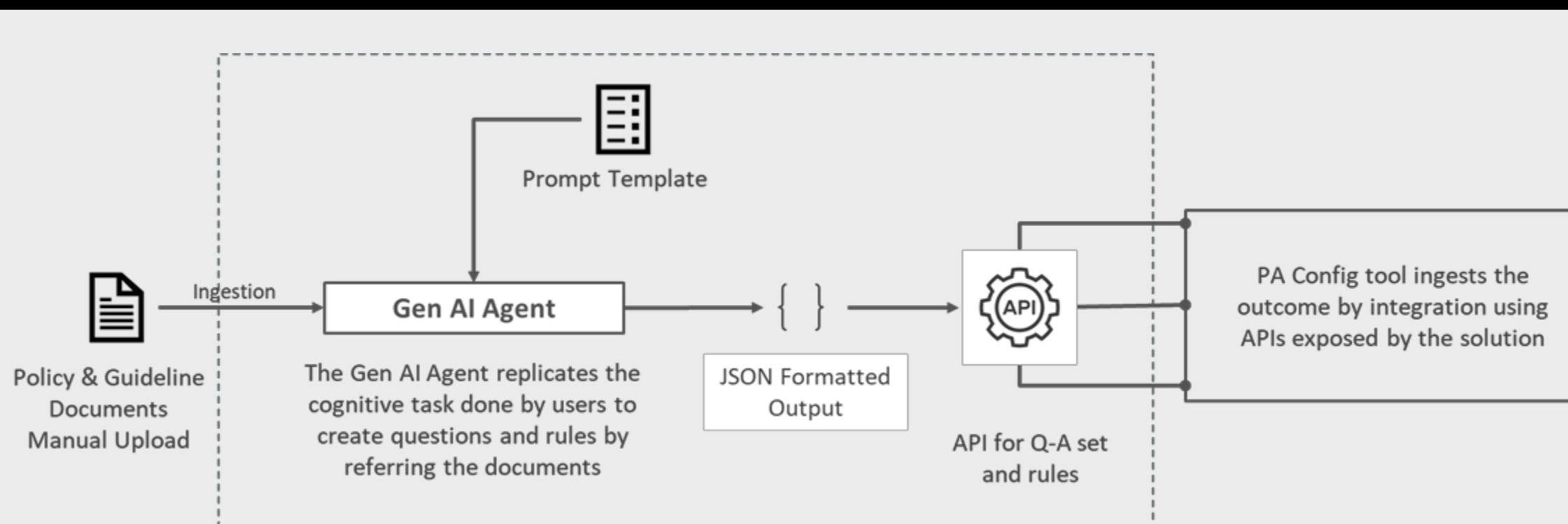


Self-heal Bot

We transformed support function for an 8000+ global workforce of a UN agency that focuses on world health. Our Self-heal bot, now the primary touchpoint for support requests, leverages a vast organizational knowledge base with contextual precision. This innovation has reduced ticket inflow to support teams

Dynamic data Extractors

- Extracts data from unstructured data sources and creates a formatted, structured outcome making the data immediately usable for business purposes.



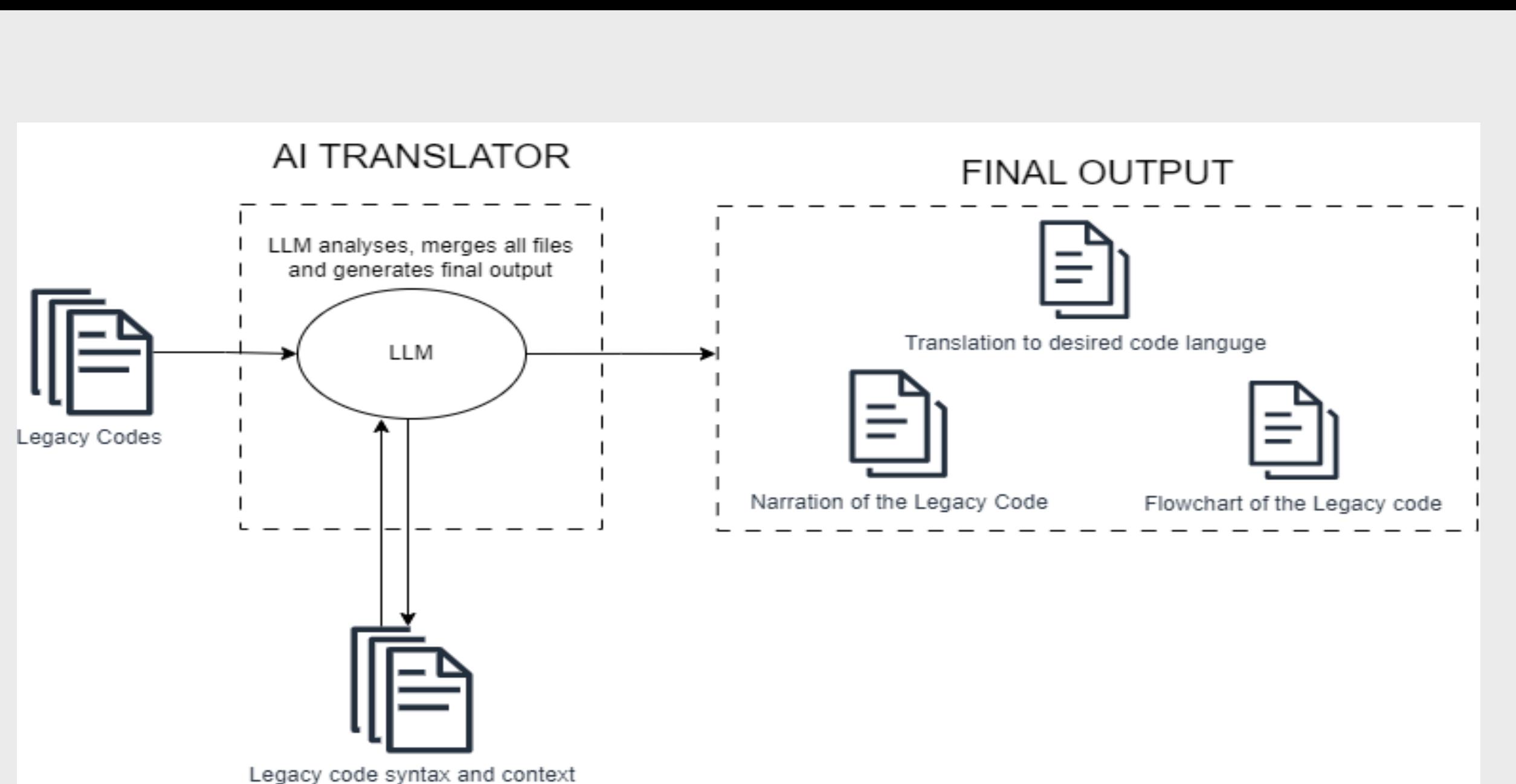
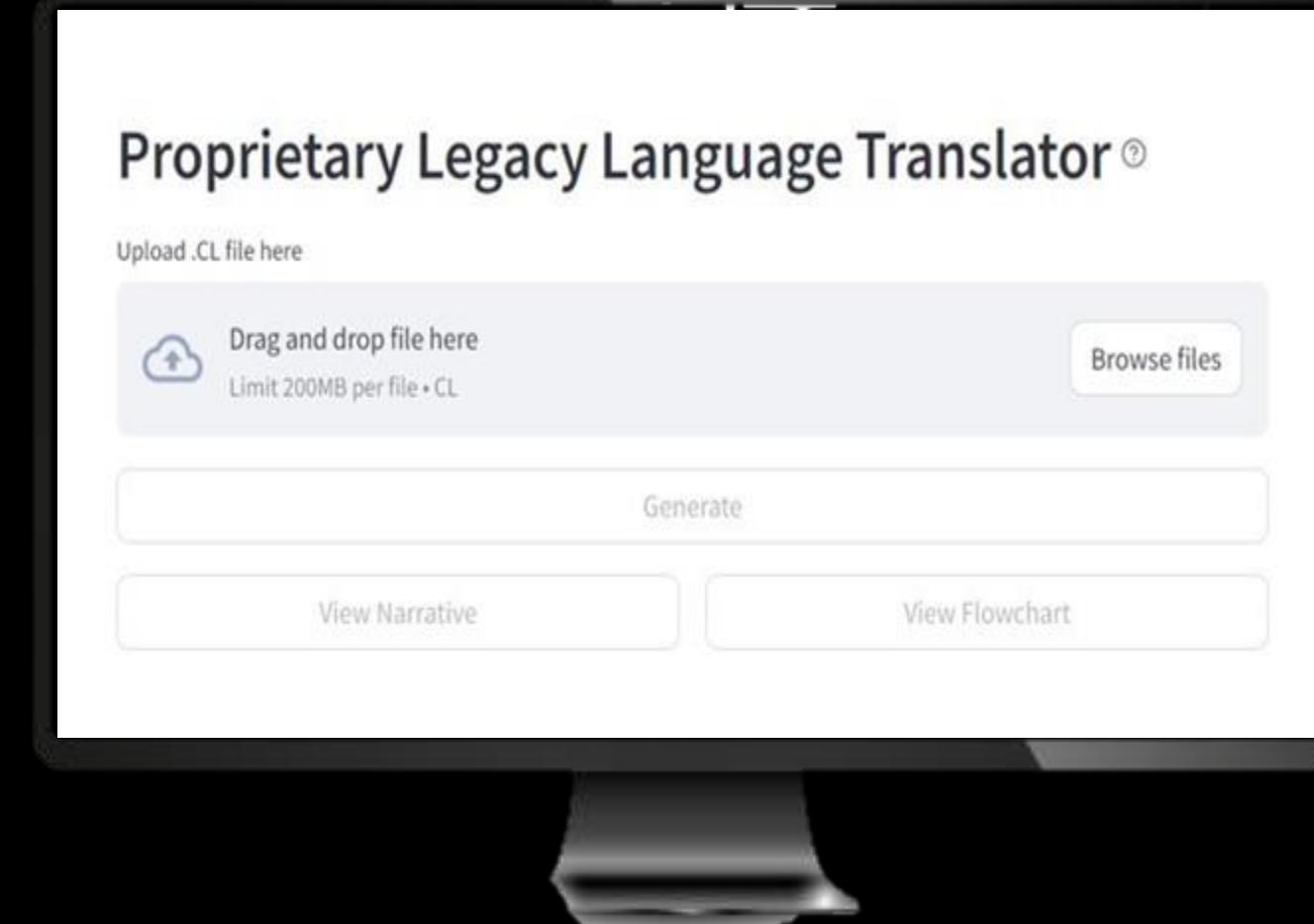
A leading healthcare management technology company offers a solution to create prior authorization rules through a configuration tool. Configuring these rules requires referring to various policy documents and understanding the rules and questionnaire sequence logic. We automated the extraction of business rules, questions, and sequencing logic, significantly accelerating the process.

A leading PBM player was facing challenges due to extensive manual efforts of creating new plans based on extraction of comprehensive plan data from a multiple sources, including contracts, formularies, and benefit documents. We automated data extraction process using Generative AI agent that can read through various documents irrespective of formats and templates and build a new plan in destination system



Codebase migration assistant

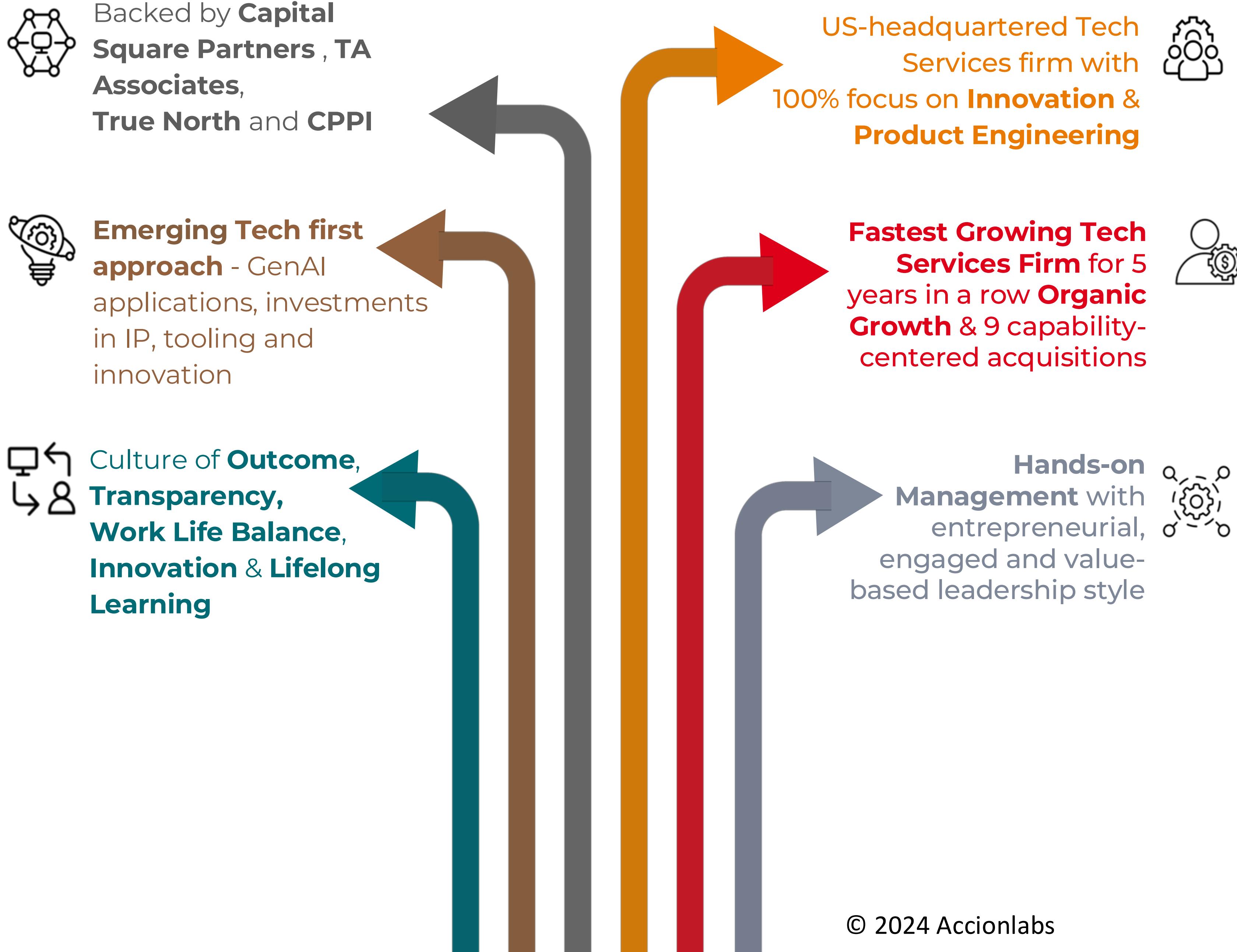
Proprietary Legacy Language Translator (PLLT) solution generates comprehensive narrations, visual flowcharts and translations for legacy code within minutes, saving exhaustive and lengthy manual efforts



A global engineering export organization faced significant delays interpreting legacy code before starting migration activities, leading to bottlenecks and missed deadlines. Our Proprietary Legacy Language Translator (PLLT) addresses this by generating comprehensive narrations and visual flowcharts in minutes. This enhances efficiency, reduces dependency on specialized staff.

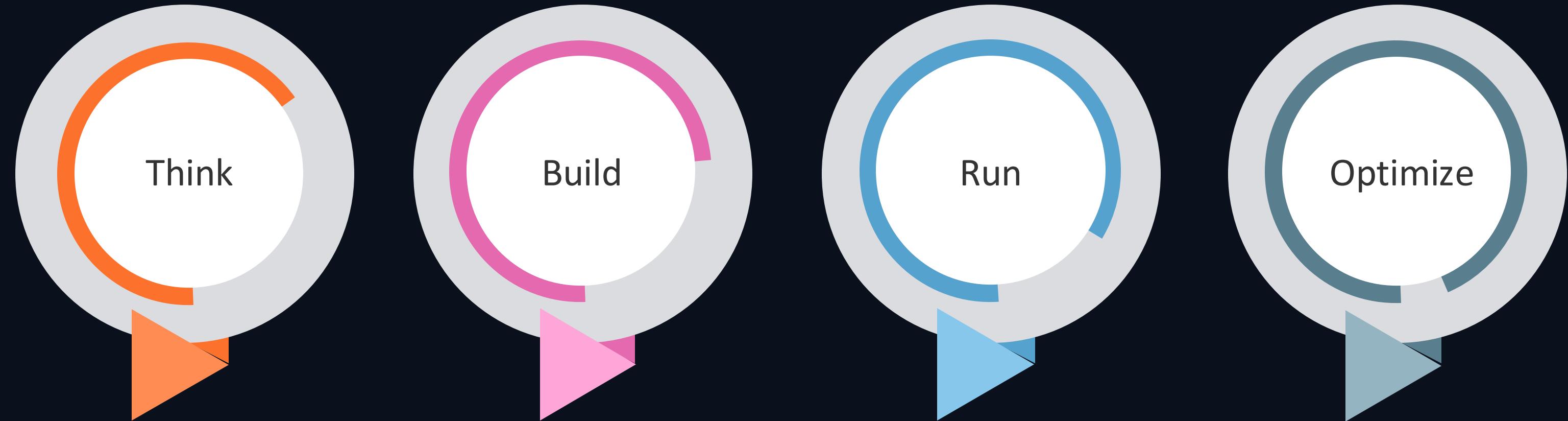
About Accion Labs

Accionlabs - A Global Innovation Engineering Firm



Our Services

Drive rapid business growth through technology



Digital Strategy & Innovation

Software Development & Engineering

Operations & Management

Performance Optimization & Analytics

Enterprise Solutions & Consulting

Product Portfolio Rationalization

Legacy Modernization and Re-engineering

Data Strategy and AI Readiness

5P Agile Transformation

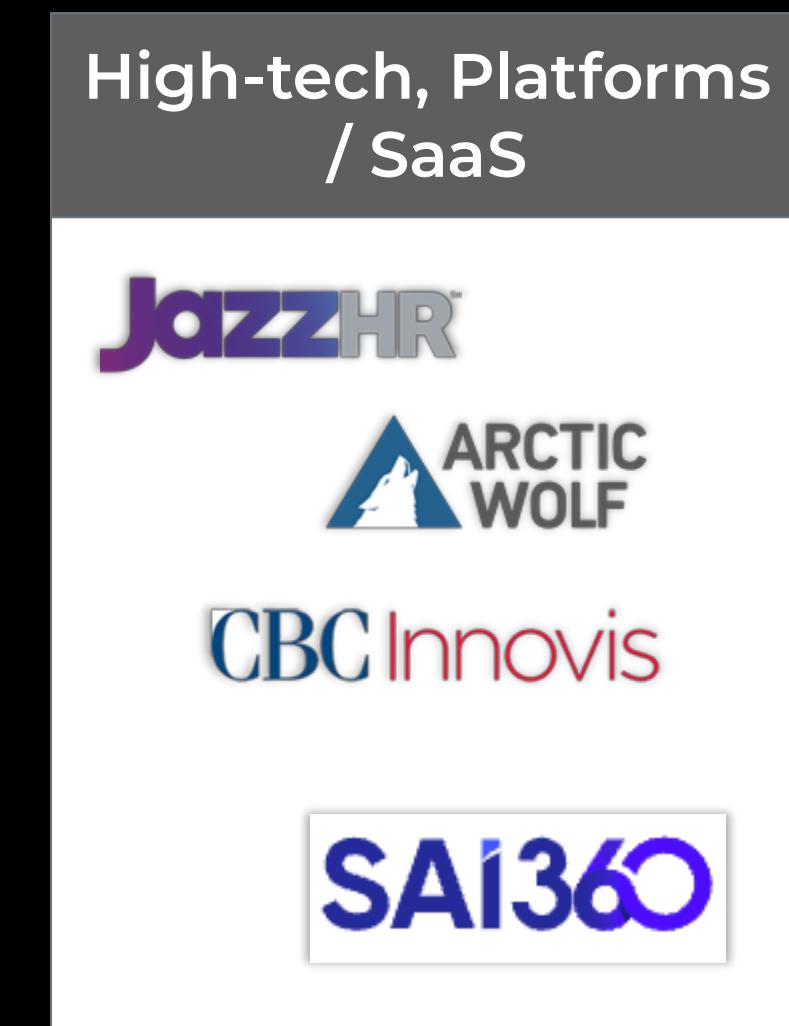
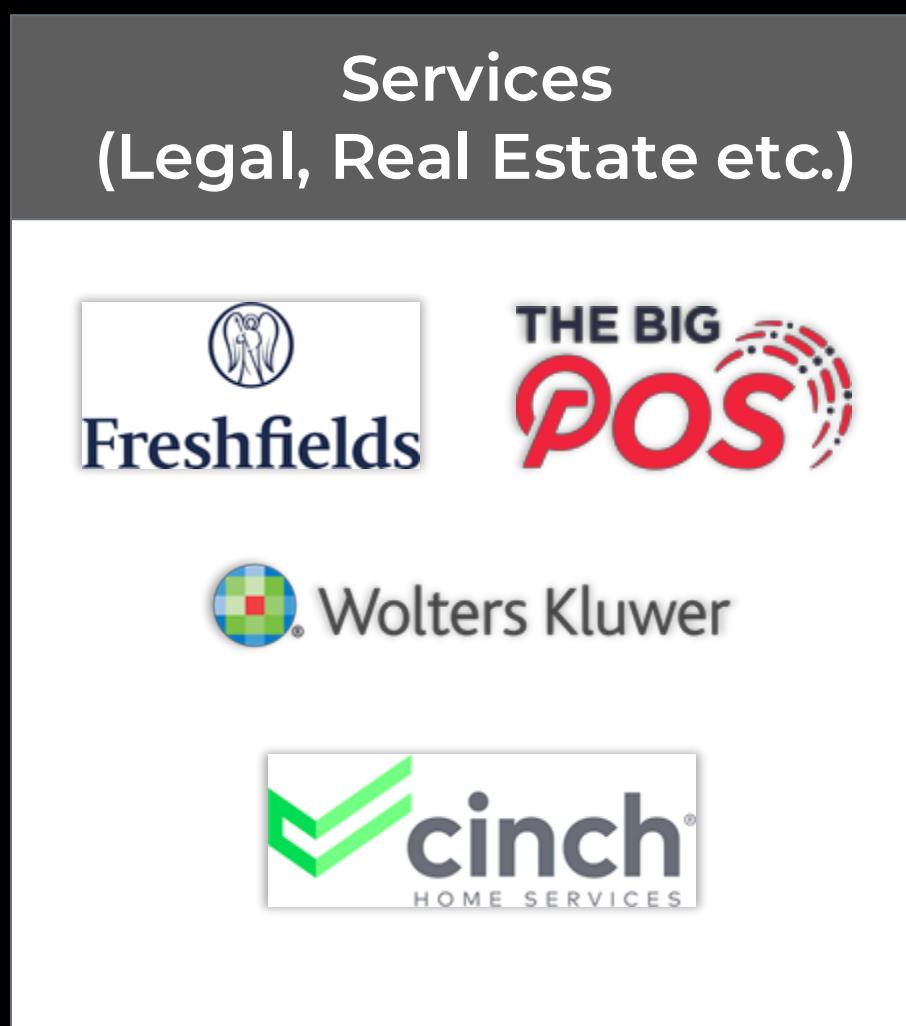
Enterprise Platform Implementation

Application and Product Managed Services

Professional Services



Industry Segments



Recognition



Accion Labs Featured in
Zinnov Zones for Digital
Engineering and ER&D
Services 2024 across
18 Segments



Recognized as a key
contender in the ISG
Provider Lens™ study
on Digital Engineering
Services 2024



Accion Labs has been
identified as one of the
top players in the ISG
Provider Lens™ study
'Generative AI Services 2024'
globally as a Contender



Featured in the
Software Product
Engineering Services
PEAK Matrix®
Assessment 2024
(Everest)



Partnerships and Alliances

servicenow®

snowflake

Microsoft



Adobe Commerce Cloud

amazon
web services™



databricks



salesforce

Google
Cloud Platform

HORTONWORKS®

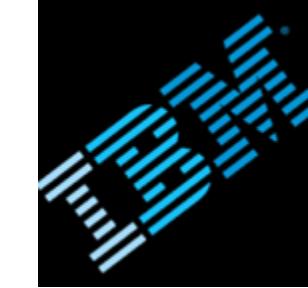
mongoDB

calm.io

kony



CHEF



UiPath™



docker

MariaDB®



Thank You