BearingPoint ®

BearingPoint ClientConnect

Generative AI Use Case

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BearingPoint

BearingPoint can leverage Generative AI to deploy conversational chatbots, thus enhancing the efficiency of internal operation

BearingPoint Corporate Challenges to resolve

Centralized Information Access	Improved Communication
Faster Presale Lead Time	Enhanced Collaboration
Scalability and Consistency	Analytics and Insights
24/7 Availability	Employee Productivity

Need a solution to create an enabler to increase bookings, client engagement, and internal operation

Product Visioning

For Engagement managers/Technical Experts

Who Needs to get information quickly in a summarized way based on customer needs

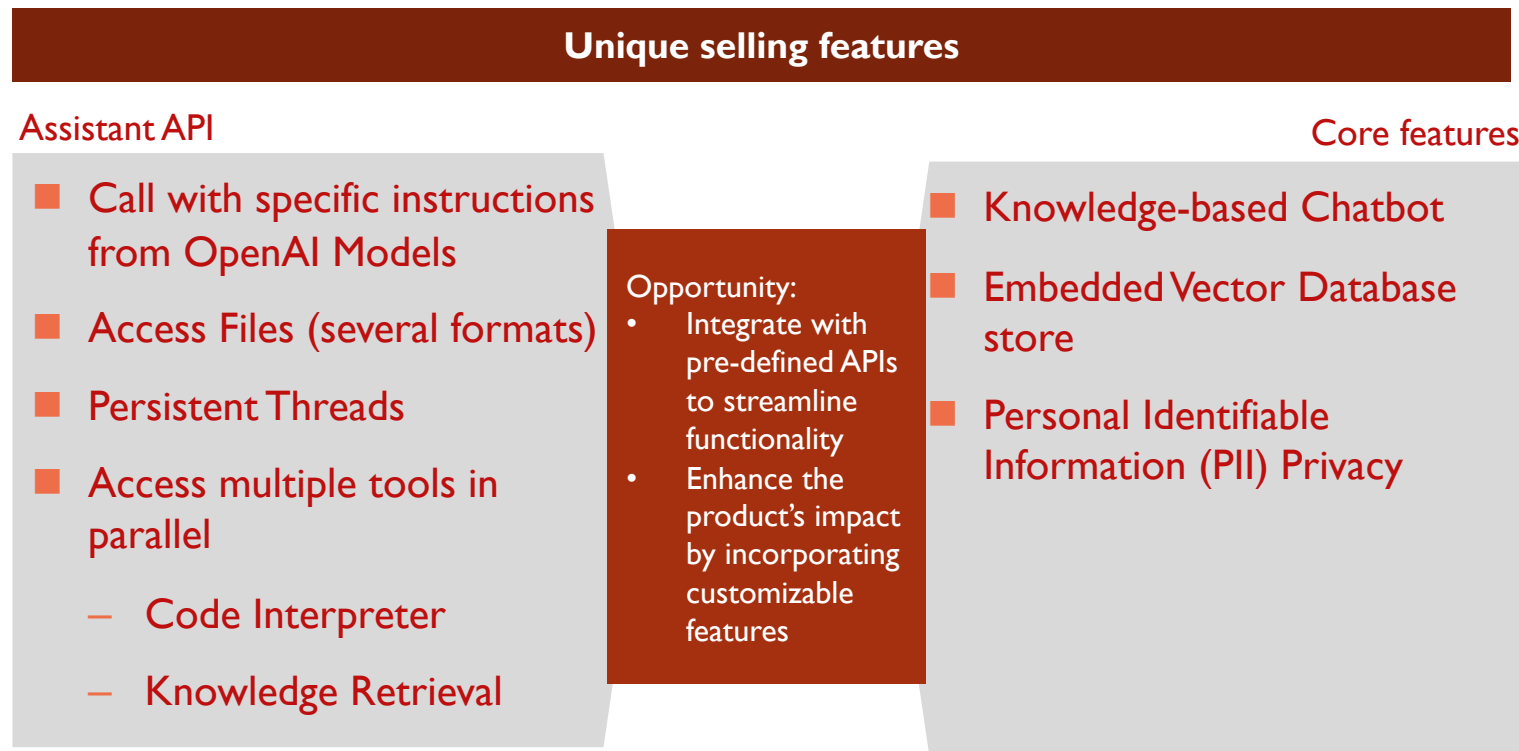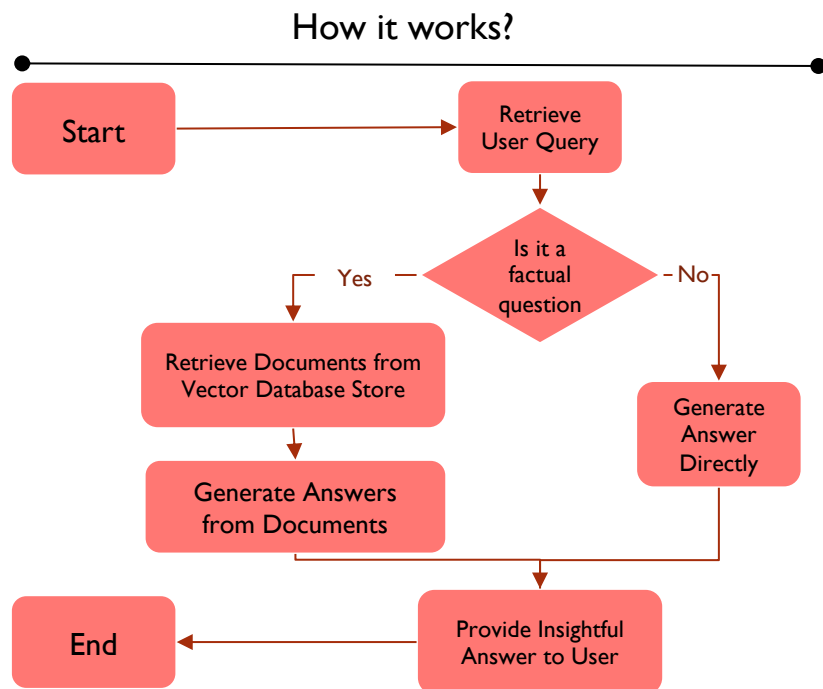**The** BearingPoint Client Connect Chatbot **is a** Product

That multiplies the impact of BearingPoint's offerings by enhancing operational efficiency and client interaction

Unlike static standalone reports, traditional FAQ Chatbot

Product acts as a set of capabilities and insights about our customers, success stories , track records
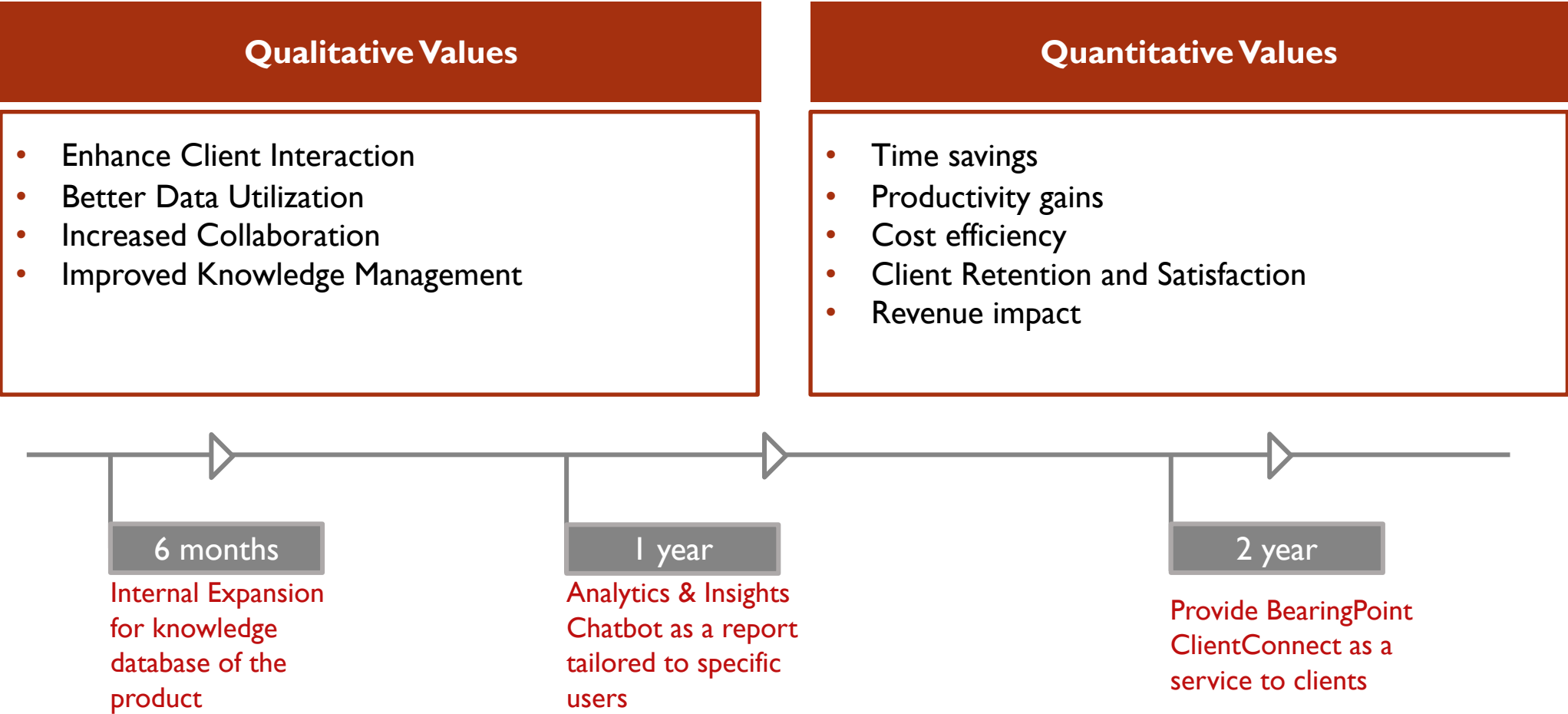
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BearingPoint®

Conversational knowledge-based bots with the Assistant API offer unparalleled potential to optimize internal operation and drive business efficiency.

How it works?

```
Start ──→ Retrieve User Query
                 │
                 ▼
           Is it a factual question
        Yes ←──┤├──→ No
         │              │
         ▼              ▼
  Retrieve Documents   Generate Answer Directly
  from Vector Database        │
  Store                       │
    │                         │
    ▼                         │
  Generate Answers            │
  from Documents              │
         │                    │
         ▼                    │
   Provide Insightful Answer to User
         │
         ▼
        End
```

Unique selling features

Assistant API

- Call with specific instructions from OpenAI Models

- Access Files (several formats)

- Persistent Threads

- Access multiple tools in parallel

  – Code Interpreter

  – Knowledge Retrieval

Opportunity:
- Integrate with pre-defined APIs to streamline functionality
- Enhance the product's impact by incorporating customizable features

Core features

- Knowledge-based Chatbot

- Embedded Vector Database store

- Personal Identifiable Information (PII) Privacy

> Adopt BearingPoint's advanced knowledge-based chatbot solutions for efficient interactions, incorporating safeguards for sensitive data, and integrate an Embedded Vector Database store for enhanced performance

Identifying our product's focus area and value proposition is crucial for scaling both its system capabilities and business value.

Qualitative Values	Quantitative Values
• Enhance Client Interaction • Better Data Utilization • Increased Collaboration • Improved Knowledge Management	• Time savings • Productivity gains • Cost efficiency • Client Retention and Satisfaction • Revenue impact

6 months

Internal Expansion for knowledge database of the product

1 year

Analytics & Insights Chatbot as a report tailored to specific users

2 year

Provide BearingPoint ClientConnect as a service to clients

Source: Self analysis