# Proposal: Azure OpenAI Pilot for Service Knowledge Transformation

North & South America – Service Organization

## Executive Summary

This proposal outlines a secure, low-risk, and high-impact pilot program to enable Azure OpenAI for use by the North and South America (NAM) Service teams. The initiative will demonstrate how large language models (LLMs) can automate the summarization and transformation of lengthy service bulletins and technical documentation—empowering field technicians and support agents with faster access to essential information in a consistent and structured format.

## Business Need

Our current knowledge workflows rely heavily on static PDF service bulletins and manuals, which are time-consuming to review and difficult to extract insights from—especially under field constraints.  
  
Manual GPT-4-based testing has shown a greater than 80% reduction in processing time, while improving clarity, consistency, and adoption rates. However, Microsoft’s built-in AI Builder summarization lacks the flexibility and fidelity needed to operate at scale or support context-aware transformations.

## Why Azure OpenAI

Azure OpenAI offers secure, enterprise-grade access to models like GPT-4 Turbo and GPT-3.5, hosted directly within Microsoft Azure and integrated with Microsoft 365, Power Platform, and Dataverse.  
  
Key Benefits:  
- Security and Compliance: Fully aligned with Microsoft’s enterprise cloud (HIPAA, ISO, SOC 2, GDPR, etc.)  
- Cost-Effective and Scalable: Pay-as-you-go billing with usage controls and cost caps  
- Tightly Integrated: Native support for Power Automate, Logic Apps, and Power Apps enables seamless integration into SIAConnect and our broader documentation workflows

## Pilot Scope

This proposal seeks approval for a 90-day pilot restricted to the NAM region, limited to:  
- One secured Azure OpenAI resource (GPT-4 Turbo)  
- One Power Automate Flow  
- One dedicated Dataverse table for knowledge storage (KBData)  
- Summarization of a capped number of bulletins and documents  
  
No user-facing exposure, app development, or global configuration changes are required.  
  
Pilot Goals:  
- Automatically extract and summarize content from service bulletins  
- Store results in a searchable Dataverse table for future SIAConnect use  
- Present summaries to test users via adaptive cards in Microsoft Teams

## Estimated Cost

The average cost to summarize a typical service bulletin (under 2,000 tokens) is less than $0.04 using GPT-4 Turbo.  
  
Example:  
- 1,000 bulletins/month ≈ $40–$50/month  
- Cost alerts and consumption limits will be configured within Azure

## Risk Mitigation

To ensure security, auditability, and cost containment:  
- Access will be limited to a single named Power Automate Flow  
- API keys will be securely stored and monitored  
- Azure Cost Management will be used to enforce spending limits  
- The NAM Service lead will oversee all usage, summaries, and adjustments

## Strategic Value

This pilot enables a significant advancement in the way technical knowledge is processed and consumed—without disrupting existing infrastructure.  
  
If successful, it creates an opportunity to:  
- Expand to global regions with localized controls  
- Power advanced use cases inside SIAConnect (e.g., instant KB article generation, contextual auto-suggestions, multilingual support)  
- Establish a scalable foundation for future AI capabilities across Glory’s service ecosystem