# Proposal: Azure OpenAI Pilot for Service Knowledge Enhancement

## Executive Summary

This proposal outlines a low-risk, high-impact pilot program to enable Azure OpenAI for the North and South America Service teams. The goal is to automate the summarization and transformation of service bulletins and technical documentation, making it easier for field technicians and support agents to access, understand, and act on key information.

## Business Need

Our current documentation workflows rely on lengthy bulletins and PDFs that are time-consuming to parse. We’ve manually tested high-fidelity summarization using GPT-4, which has proven to cut processing time by over 80% while improving clarity and adoption. However, the built-in AI Builder summarization in Power Automate lacks precision and flexibility.

## Why Azure OpenAI

Azure OpenAI offers enterprise-grade access to models like GPT-4 and GPT-3.5 within Microsoft's secure cloud. It integrates natively with Power Automate, Logic Apps, and Power Apps—allowing for automation and knowledge enrichment within our existing tools.

Key advantages:

* - Hosted in Microsoft Azure (compliance with GDPR, HIPAA, ISO, SOC 2)
* - Pay-as-you-go with usage controls and cost caps
* - Proven results in testing with real service bulletins

## Estimated Cost

Average cost to summarize a document using GPT-4 Turbo is approximately $0.04. A 1,000-document/month workload would cost under $50/month. Usage will be monitored and capped via Azure cost alerts.

## Pilot Proposal Scope

We propose a 90-day pilot enabling Azure OpenAI in the NAM region only, with access limited to a single Power Automate flow and secured API key. No end-user interaction or custom apps required.

Pilot goals:

* - Automatically summarize uploaded service bulletins
* - Store summaries in a secure Dataverse table (KBData)
* - Deliver adaptive card summaries via Microsoft Teams

## Risk Mitigation

To ensure safe adoption:

* - Access limited to one resource with logging
* - Spend limits configured in Azure Cost Management
* - NAM Service lead will manage usage and outputs

## Closing

This pilot is an opportunity to improve technician enablement, increase documentation efficiency, and align global service processes—all without disrupting current systems or requiring large investment. If successful, it can be expanded globally or integrated with existing knowledge portals.