

# GenAI Product Tech support assistant to generate \$500k savings per year

April 2024

**GROUP PRIORITY** – DATA & AI

**MAIN GROUP OFFER** – AI ANALYTICS & DATA SCIENCE

**SERVICE OFFERING** – CUSTOM GENERATIVE AI FOR ENTERPRISE

**SECTOR** – MANUFACTURING





## GenAI Product Tech support assistant to generate \$500k savings per year

### Context/Market Positioning & Competition:

Global manufacturing client partnered with Capgemini for a digital GenAI transformation throughout the enterprise to save time & money

### Challenges:

- The Technical Support team spends hours finding and summarizing detailed documentation to answer client questions
- Significant transformation were required to identify insights across sources

### Gain Points:

- Saves time while providing accurate results to end users
- Provides accurate summary of highly technical documents
- Productivity Saving

### Approach & Solution:

- By optimizing the Vector Database and enhancing the Retrieval Augmented Generation process, our team increased the overall relevance & accuracy of the answers provided through GenAI
- Capgemini added state-of-the-art prompt engineering, for solution to deliver highly accurate results with appropriate citations, ensuring technical questions are answered with few hallucinations

BENEFITS DELIVERED

**\$500K**

Estimated productivity savings every year

**Enhance Accuracy**

of GenAI responses

Comprehensive Chat History for better interactivity



### CONTACTS



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AI ANALYTICS & DATA SCIENCE

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