GenAl 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





ENTERPRISE MANAGEMENT

Strictly for Internal Consumption

GenAl 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 GenAl
- 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

\$500K

Estimated productivity savings every year

Enhance Accuracy of GenAl responses

Comprehensive **Chat History for** better interactivity

ENEFITS

OP #02116171 | 2024 | I&D | AIADS | MANUFACTURING | **NA & INDIA | GENERATIVE AI**

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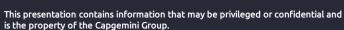












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