

GenAI - Leverage Open Source LLMS for Enhanced Operational Efficiency and Traceable Answers

March 2024

GROUP PRIORITY – DATA & AI

MAIN GROUP OFFER – AI ANALYTICS & DATA SCIENCE

SERVICE OFFERING – GENERATIVE AI FOR STRATEGY

SECTOR – RETAIL BANKING AND WEALTH MANAGEMENT



A leading European
FS Group

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Context/Market Positioning & Competition:

The client, a leading European financial services group, is driving innovation implementing Generative AI at scale to enhance knowledge management. Key focuses include French Retail Banking.

Challenges/Pain points:

- Employees spend hours referring to internal documents and operating procedure to guide them in their operational work
- The bank's internal content and insights were scattered across sources and in unstructured format
- Answering a question with the bank's internal knowledge was time-consuming with available tools

Gain points:

- Easy access for the Knowledge management team to ask questions related to the internal process of the bank
- Smart search engine to fetch the right documents

Approach & Solution:

Capgemini's approach included choosing a specialized OpenSource Large Language Model for on-premise deployment, emphasizing **Data Security**

- Implemented a streamlined document indexing system
- Designed an intuitive interface for efficient employee interaction

Gen AI-driven interface offers swift access to extensive text data, ensuring reliable and traceable answers for compliance purposes, showcasing our commitment to a customized and effective solution

Traceable
answers with clear
source citations

Enhanced
Operational
Efficiency with
easier access to
KM

Higher ROI
for Productivity
Gains

BENEFITS DELIVERED

CONTACTS



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