1、 Company Profile

Hangzhou Chaopu is a comprehensive information service provider with the business direction of providing comprehensive IT products and professional operation and maintenance services. We are committed to providing enterprise customers with one-stop enterprise software, enterprise information infrastructure, information security and other solutions. Provide professional and reliable information technology services such as planning and design, implementation and deployment, operation and maintenance, upgrade and migration. The company integrates the sales and services of hardware products and software products, insists on constantly introducing foreign advanced products and technologies, and provides comprehensive IT solutions and perfect technical support services for enterprise customers. Based on Azure OpenAI service in Microsoft cloud, Microsoft Gold Partner in East China, Oracle Oracle Gold Agent and Adobe Gold Agent can provide stable OpenAI interface for ChatGPT call, code generation, AI dialogue, knowledge base and other scenarios. With good products, good service and good reputation, Hangzhou Chaopu Information Technology Co., Ltd. is willing to become your reliable long-term partner! Make every user's information system more valuable.

2、 Product Introduction

2.1 Product name

Ai Assistant Enterprise AI Platform

2.2 Product positioning

Based on Azure AI services, it supports enterprise privatization deployment, low-cost implementation, and solves the "last mile" problem of enterprise AI application landing.

2.3 Product advantages

（1） Provide enterprise level privatization deployment solutions, build enterprise specific AI applications based on enterprise private data, and ensure data security and privacy.

（2） Rely on Microsoft Azure AI Service to achieve compliance call of various large models, self-developed LLMOps engine layer (including knowledge enhancement engine, knowledge retrieval engine, agent orchestration engine, and multi model gateway) supports integrated application development, deployment, optimization of multiple scenarios, as well as enterprise knowledge insight and data insight, and accelerates enterprise intelligence transformation.

(3) Out of the box: personal AI portal for enabling enterprise employees to work, knowledge management and application for enabling enterprise transformation and development, to meet the knowledge question and answer scenario of L1-L4.

(4) Enterprise level management and control meet the requirements of necessary management and control for enterprise privatization to promote AI applications.

2.4 Product module

Module name	Function Overview
Personal assistant	The personal efficiency tool created for enterprise employees enables employees to work in office scenes and improves work efficiency. Its functions include: document interpretation, document translation, poster generation, PPT generation, in-depth reasoning (exclusive reasoning model), online search, prompt word square, etc.
Enterprise Knowledge Center	1、Establish a closed loop of enterprise knowledge from construction, application, renewal and precipitation. 2、Intelligent and accurate knowledge retrieval, personalized knowledge services. 3、3. Support multiple modes such as cross database questioning and selective database questioning. 4、Support the warehousing (including internal and external data sources) and output of multimodal knowledge. 5、The knowledge base supports documents in various formats, online web pages, and enhanced parsing of images and scanned PDFs. 6、Support users to configure "knowledge expert agent" by themselves and seamlessly integrate with various

	systems, and carry out various internal and external application scenarios. 7、QA collection, manual feedback and knowledge compensation mechanism, knowledge leakage prevention, support for refined authorization of knowledge base, and controllable knowledge opening.
Agent Center	1. Based on agent orchestration engine and visual configuration tool, make AI agent with zero code; 2. Based on the Microsoft AutoGen framework, it provides low code standard agent development, which can realize process based agent scenarios: For example: intelligent customer service, contract review, document proofreading, resume scoring, work order assistant, marketing assistant, report generation, etc; 3. Custom agents can be exported as JSON configuration files, seamlessly integrated into any Python application, or encapsulated in Docker containers for separate deployment on various platforms.
MxNetAI engine	1、Knowledge enhancement engine 2、Knowledge retrieval engine 3、Agent orchestration engine 4、Multi model gateway
Enterprise level control	1、The hot plug mode can flexibly connect various large models, small models and tools. 2、Graphical presentation of multiple dimensions: number of conversations, token consumption statistics. You can view token consumption, conversation interaction times and other data from the perspective of applications, models, users, and departments. 3、Flexible department, user and role permission management based on the enterprise organizational structure. 4、Keep and view user logs and conversation records. 5、Comprehensive system configuration: open API configuration, unified identity authentication configuration, interface logo, application parameter

	settings, etc.

3、 Technical capability

3.1 R&D team

The R&D team is an experienced team formed under the drive of the transformation of production, learning and research achievements of Zhejiang University. The team absorbs the cutting-edge scientific research achievements of colleges and universities, and has profound enterprise level software R&D experience.

All products are self-developed, with independent and controllable underlying technology, which can flexibly respond to the needs of various application scenarios of enterprises. The product innovation was led by several senior AI software architects to ensure the foresight and stability of the technical route. He was the first R&D director to implement the Azure openAI enterprise best practices in China.

3.2 Implementation team

The implementation team has many Microsoft certified engineers, who have rich practical experience in the localization, deployment, performance tuning, integration and docking of enterprise AI software, as well as the fine-tuning of large models and private model training.

4、 After sales service

4.1 Product training

After the product is deployed and run for customers, online training is provided.

4.2 Product upgrading service

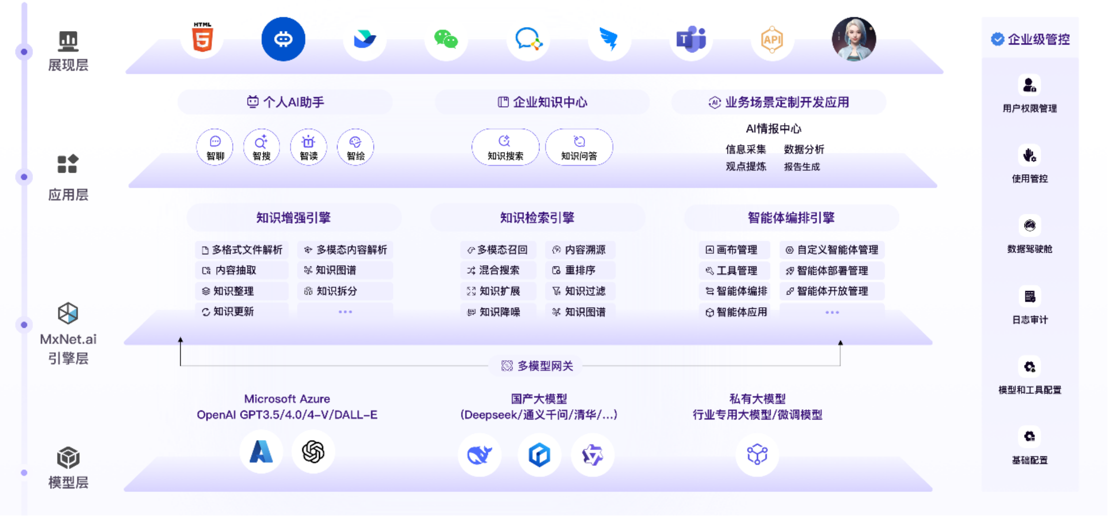
During the period when the customer pays for the product, when the product is upgraded, first preview the upgraded function to the customer, and then deploy the upgrade after confirmation by both parties.

4.3 Operation problem support

For after-sales problems of different levels, support is given in the following table:

Level	Describe	Response time	Solution delivery time
Level 1 （L1）	The main functions of the product cannot be operated, which has a serious impact on customer use.	2H	12H
Level 2 （L2）	Some functions of the product cannot be operated, which has a certain impact on customer use.	2H	24H
Level 3 （L3）	The product still works, but some functions are limited, which does not significantly restrict the use of customers.	2H	3Day
Level 4 （L4）	Technical consultation problems of customers during daily use and maintenance.	4H	10Day

5、 Architecture Diagram


展现层
应用层
MxNet.ai
引擎层
模型层
HTML
API
个人AI助手
智聊
智搜
智读
智绘
企业知识中心
知识搜索
知识问答
业务场景定制开发应用
AI情报中心
信息采集
数据分析
观点提炼
报告生成
知识增强引擎
多格式文件解析
多模态内容解析
内容抽取
知识图谱
知识整理
知识拆分
知识更新
知识检索引擎
多模态召回
内容溯源
混合搜索
重排序
知识扩展
知识过滤
知识降噪
知识图谱
智能体编排引擎
画布管理
自定义智能体管理
工具管理
智能体部署管理
智能体编排
智能体开放管理
智能体应用
多模型网关
Microsoft Azure
OpenAI GPT3.5/4.0/4-V/DALL-E
国产大模型
(Deepseek/通义千问/清华/...)
私有大模型
行业专用大模型/微调模型
企业级管控
用户权限管理
使用管控
数据驾驶舱
日志审计
模型和工具配置
基础配置