

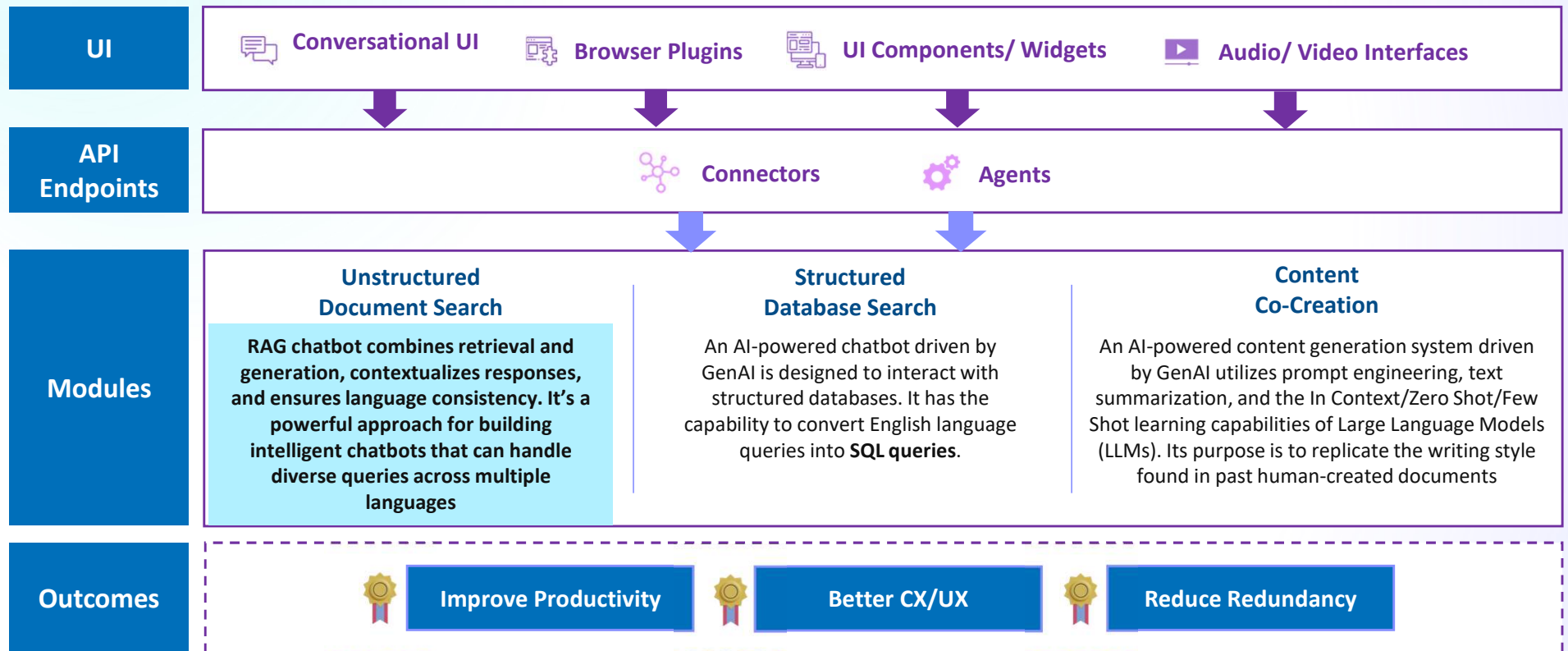


# Knowledge Management with ContentSearch.AI

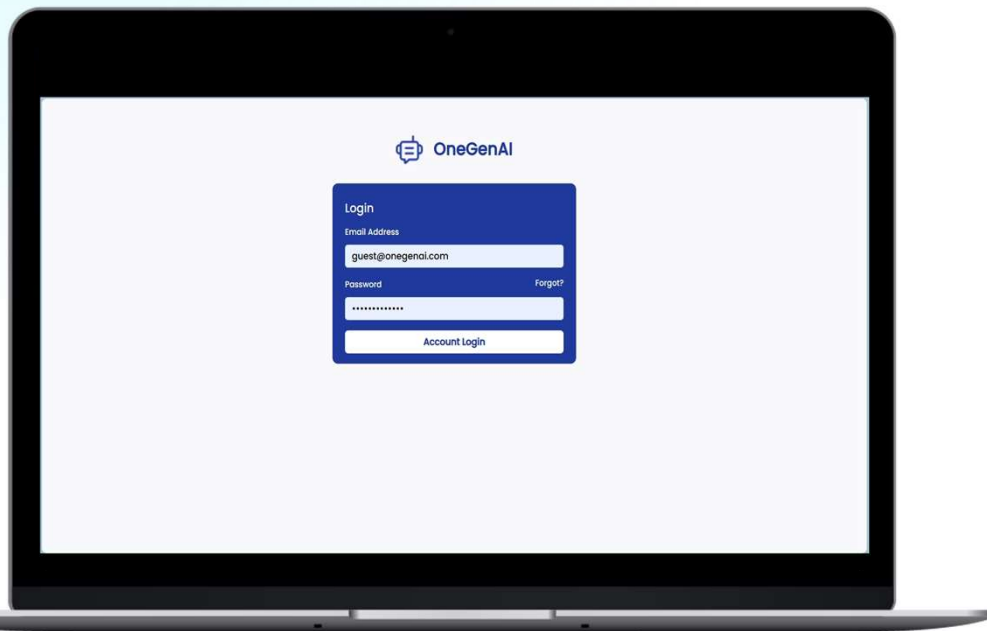
## Sales Offering Deck

May 2024

# Knowledge Management approach with the lens of AI/GenAI



# Application Demo & Highlights



**ContentSearch.AI – Unstructured Document Search Engine**

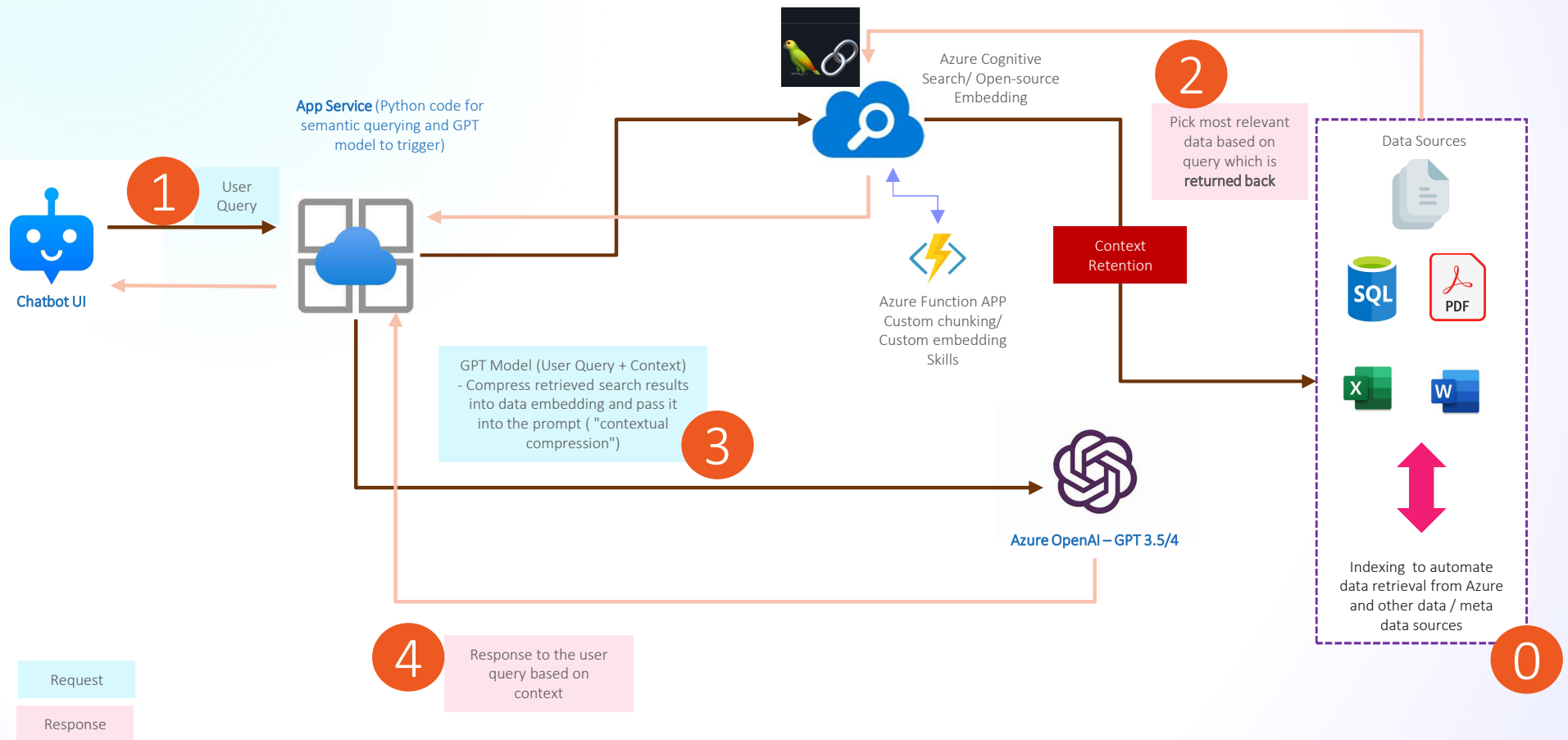
## ❖ Big Bets for Business

- ❖ Write Simple English for data insights
- ❖ Managed Data Services Automation
- ❖ Better Adoption of Data Ecosystem
- ❖ Improved real-time decision making
- ❖ Multilingual for global rollouts
- ❖ Reduce dependency on IT
- ❖ Feedback loop and Stewardship
- ❖ 80% effort and cost reduction for data analysis
- ❖ Pay as you Go Pricing with Azure Open AI

## ❖ App Highlights

- ❖ Scalable Orchestration with Azure Functions
- ❖ Privacy Ensured Training on Azure OpenAI
- ❖ Feedback loop and Stewardship
- ❖ Historic Archival and Retrieval on Azure Blob Storage
- ❖ Configurable to switch across any LLM model
- ❖ Intuitive / Dynamic Prompt Building with Langchain
- ❖ FinOps and Credit Consumption Dashboards
- ❖ Configurable across variety of data ecosystem metadata

# ContentSearch.AI reference architecture on Microsoft Azure



# Value addition through AI / GenAI

## Modules

## Challenges

## AI / GenAI Intervention

## Derived Benefits

### Unstructured Document Search

- Manual search across multiple documents for relevant information
  - Traditional NLP methods not adept at capturing context and can only capture very specific content
  - Time Consuming process to translate content from multiple languages.
  - Manual efforts in summarization and extraction of key entities
- Retrieval Augmented Generation (RAG) search driven chatbot for automated search across multiple languages
  - LLM contextualization of the response
  - GenAI to return responses to queries in the same language, irrespective of the language in the document.
  - Identification and Creation of Key nodes, relationships and communities.
- 30% reduction in Turn Around Time for resolving incidents
  - 20% improvement in NPS scores due to faster resolution of customer queries
  - 50% reduction in business users time, searching for relevant content
  - 30% reduction in manual efforts for translation.
  - Improved search and responses by capturing comprehensive context.

# Typical Implementation Roadmap

