Chat with Your Data

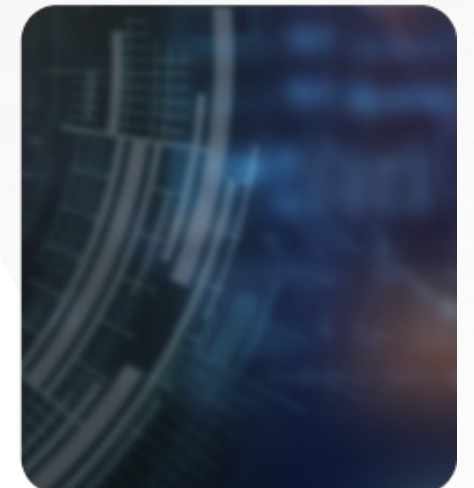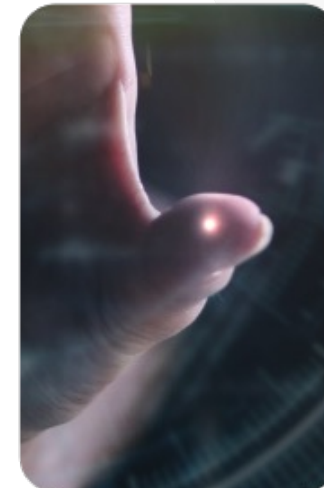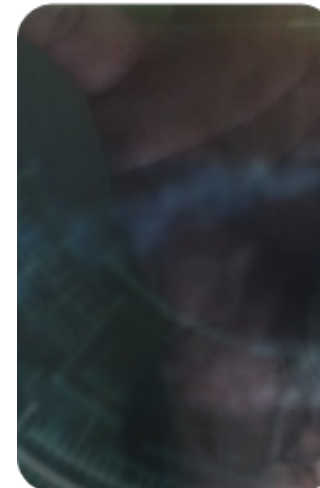## Service Package Offering

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Knowledge workers spend about
3 hours per day
searching for information.
(Coveo, 2023)

Employees spend
1.9 hours daily
searching and gathering information.
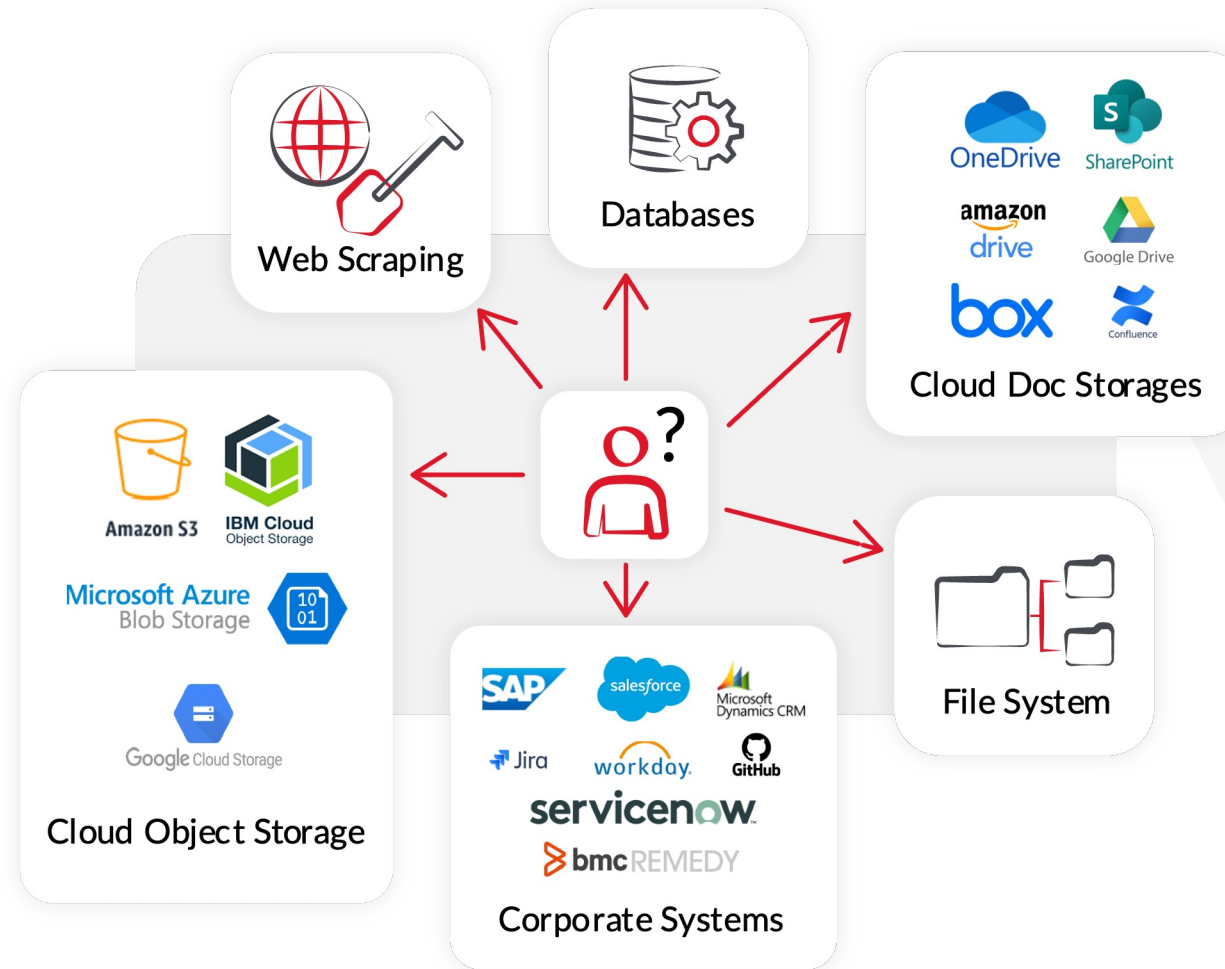*(McKinsey, 2012)*
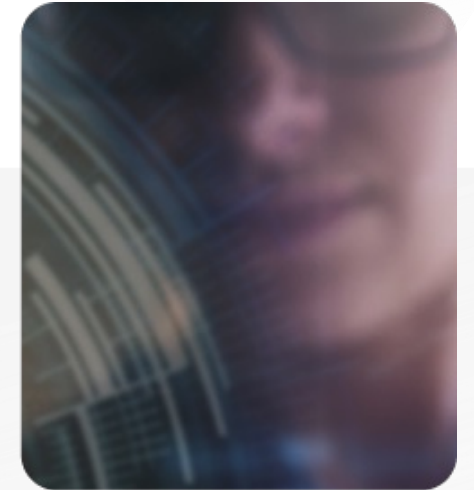
Now it is possible to reduce this time drastically to the time required by a nice natural conversation
10-20 minutes

It's time to empower your workforce while improving your company's productivity up to
25%

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Web Scraping

Databases

OneDrive SharePoint
amazon drive Google Drive
box Confluence
Cloud Doc Storages

Amazon S3 IBM Cloud Object Storage
Microsoft Azure Blob Storage 10 01
Google Cloud Storage
Cloud Object Storage

SAP salesforce Microsoft Dynamics CRM
Jira workday GitHub
servicenow
bmc REMEDY
Corporate Systems

File System

/ one stop solution

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Web Scraping

Cloud Object Storage

Amazon S3 · IBM Cloud Object Storage · Microsoft Azure Blob Storage · Google Cloud Storage

Corporate Systems

SAP · salesforce · Microsoft Dynamics CRM · Jira · workday · GitHub · servicenow · bmc REMEDY

File System

Databases

Cloud Doc Storages

OneDrive · SharePoint · amazon drive · Google Drive · box · Confluence

/ business benefits

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Productivity/
Do more with less: Increase drastically your company's productivity, boasting efficiency while controlling costs.

Employee Satisfaction/
Happier employees: reduce the frustration that leads to burnouts and increased turnover.

Company's Insights/
Know your company. What do your employees look for? What do they find? What do they fail to find?

Smart Simplicity/
One Knowledge Window. Easy to scale. Easy to integrate. Smartness made simple.

# / our vision: more than just software

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Leverage your organization data easily and fast.

We offer much more than an IT solution:

1. **PoC with limited scope** at a competitive price set up in 4 weeks, including training, set-up and joint testing.

2. **A customized roadmap to scale** the Proof of Concept once you decide to go ahead.

3. **Skills building and training** for your employees.

4. **Hands-on Knowledge transfer** for the IT team owning the solution.

5. **Customer Success Management Team**: your success is our success. You will have access to our highly skilled team to get support and advise.

You don't get only software, but **a long-lasting strong partnership** with our experienced team committed to your success.
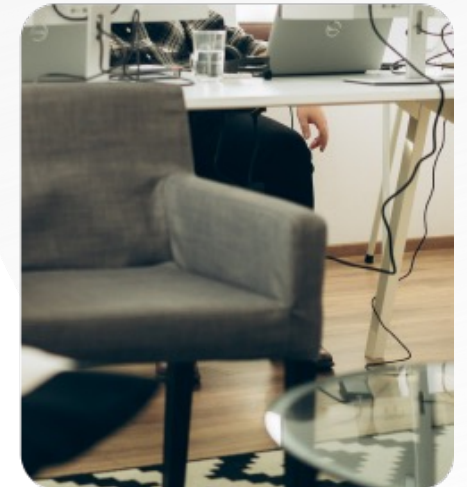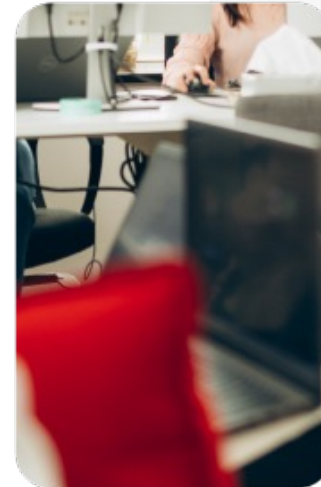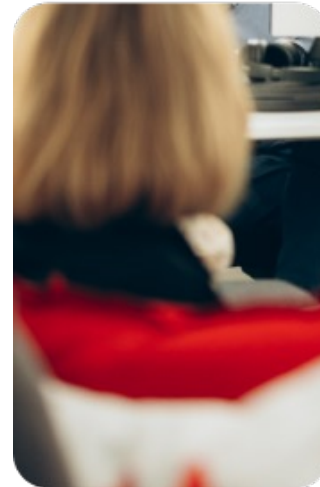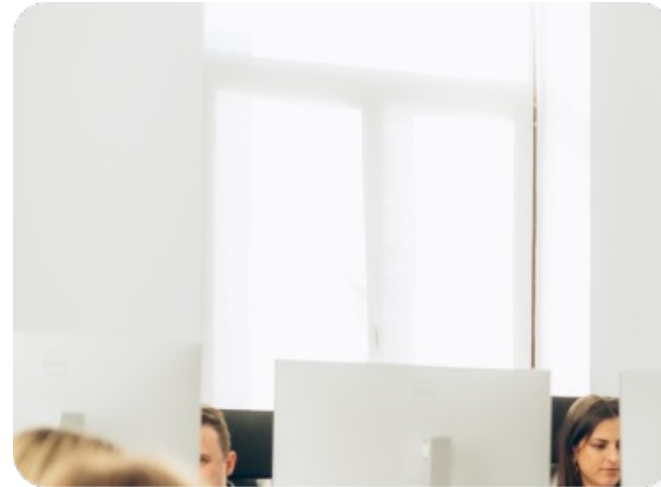
/ why us? the best AI practices

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Think Big And Start Small/

Clear vision and tracking metrics and KPIs

Advisory approach to define your **custom** solution roadmap

Minimal initial investment to test the Technology and us: **PoC**

Technological Excellence/

Optimize for **max performance**

Pre-built data connectors and other **accelerators**

No vendor lock-in

Technologically Agnostic

Adoption & Cultural Change/

Capacitation and Training for the employees (prompt engineering,...)

Hands-on training and Knowledge Transfer for IT Teams

Customized User Interface that maximizes User Experience

Customer Success Management Team/

/ why us? the best AI practices

mindit.io

Think Big And Start Small/

Clear vision and tracking metrics and KPIs

Advisory approach to define your **custom** solution roadmap

Minimal initial investment to test the Technology and us: **PoC**

Think Big to have a clear vision of the total potential of your solution, the business impact for your company, your employees and your customers, with an approach of Human-Centric Augmented Intelligence.

We help you to set your SMART goals and define the metrics to measure its success.

Have a clear vision of how to scale your solution from the initial seed to its full potential, with enough flexibility to adapt to new market challenges and opportunities.

We put all our business and technological experience at your service to help you define the optimal roadmap for the evolution of your solution in terms of risk management, technological complexity and business benefits.

Experts agree that the most successful approach to AI is by starting with a Proof of Concept to:

1. Validate the use case
2. Validate the technology and its expected benefits
3. Get culturally and technically acquainted with the world of AI

/ why us? the best AI practices

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Technological Excellence/

Optimize for max performance

Pre-built data connectors and other accelerators

No vendor lock-in

Technologically Agnostic

LLM have an expected hallucination level of 20%. To minimize this effect and optimize the performance of your solution we apply the best approaches. A good **optimization**? of your solution may have a significative impact on its performance and trustworthiness.

We share with you the best practices from data management to solution setup.

We accelerate the delivery time by leveraging our rich portfolio of pre-built connectors and other accelerators, all of them open source. Get the best of both worlds: fast out-of-the-box implementation speed but totally customized to your needs**. No unused code in your solution. Code is a liability.**

All our code and assets are developed in open and widely-used standards. This has relevant implications: accessibility to talent in the market to internalize the management of the solution, no vendor lock-in (**we build trust, not dependence**), flexibility in terms of integration (by leveraging micro-service architectures), among others.

Mindit.io is a technologically agnostic company. We offer our solutions adapted to the cloud vendors of our customer's choice, including the most extended ones: AWS and Azure.

In case you need additional infrastructure, we are official AWS and Azure resellers.

/ why us? the best AI practices

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Adoption & Cultural Change/

Capacitation and Training for the employees (prompt engineering,...)

Hands-on training and Knowledge Transfer for IT Teams

Customized User Interface that maximizes User Experience

We care about your needs and about your employees. We offer up to 5 hours of training for your employees included in our PoC package.

This capacitation will enable your employees and users of the solution to enhance their performance by learning the do's and don'ts of prompt engineering, as well as learning the benefits for them of joining the AI users team.

Our integral approach also considers the needs of the IT Team of your company which eventually will be responsible to a variable extent of the maintenance of the solution.

We provide hands-on training by working together as one team. We also provide quality documentation and 4 hours of training sessions to deal with any particular challenge or query that may arise.

The main goal of this solution is to maximize its adoption through the company, assuring that its benefits in terms of time-saving are leveraged horizontally and vertically along the company. For this we pride in presenting customized powerful user interfaces with a strong focus of creating meaningful user experiences that attract followers and users.

/ why us? the best partnership

Customer Success Management Team/

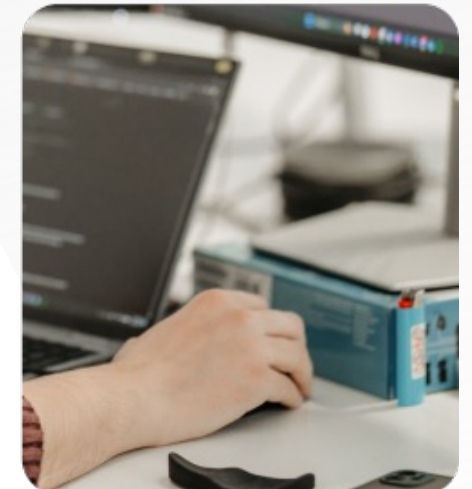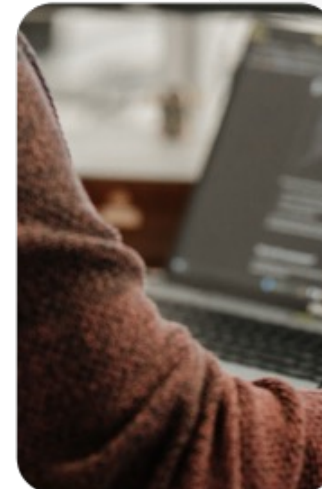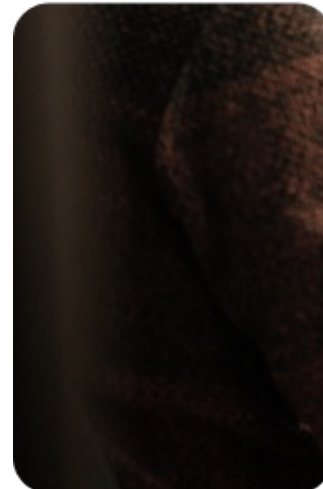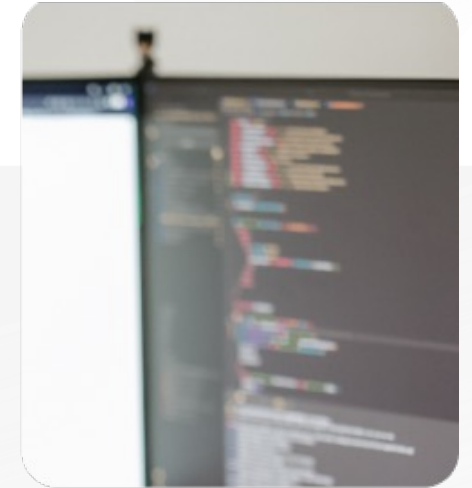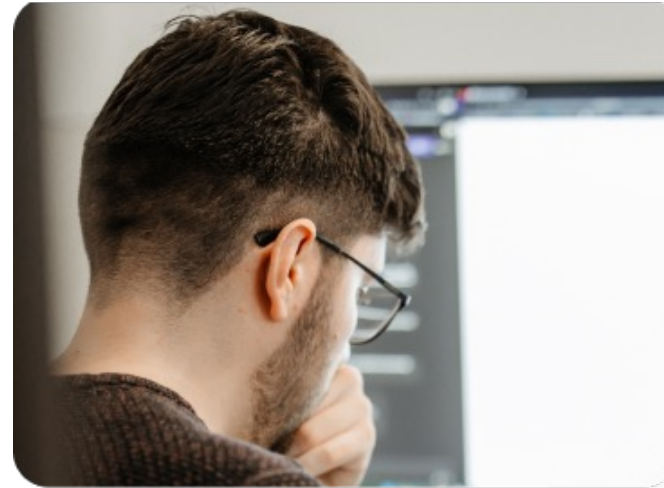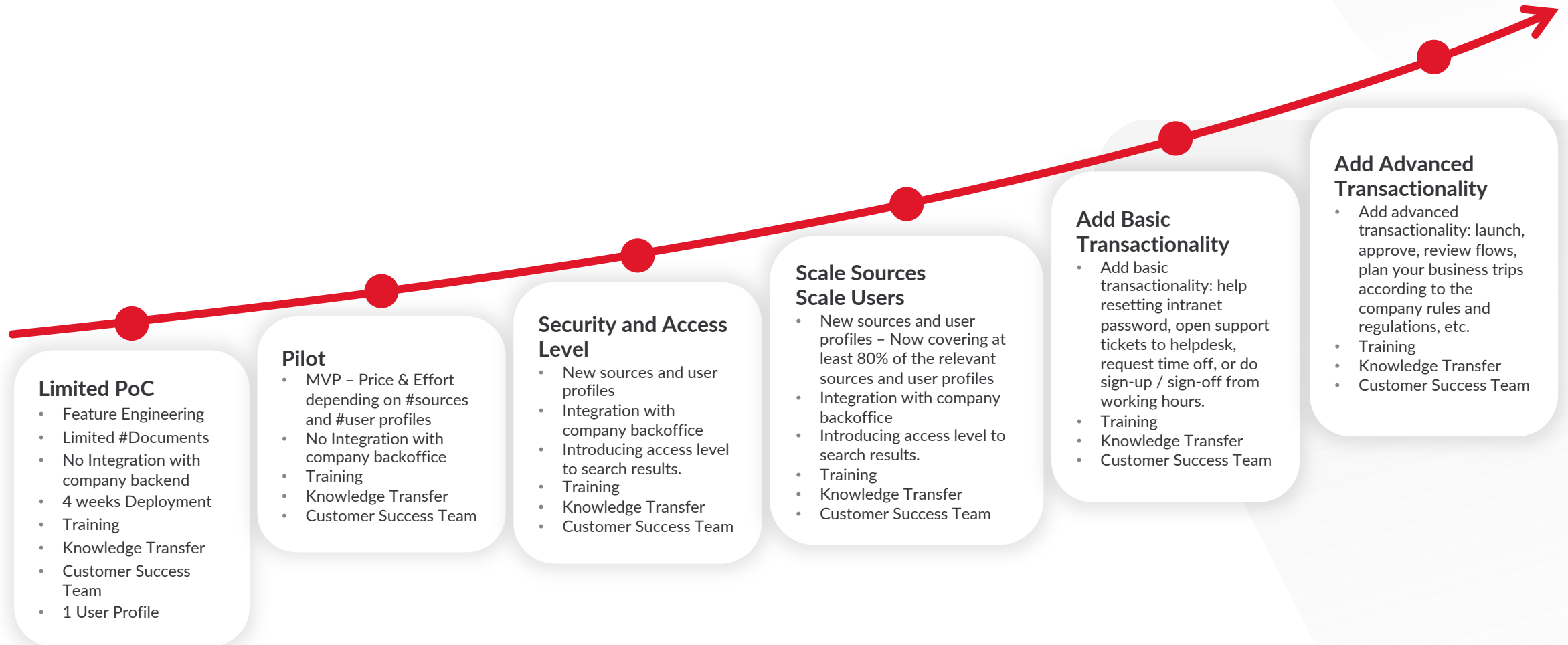|	
Complimentary Consulting & Advise	Help On Integration With Other Corporate Applications
Maintenance & Support Packages	Cultural Change and Adoption Techniques
Yearly Update Packages	Additional User Training Packages (special price for clients)
Free Security Patches	Additional IT Tech Training Packages (special price for clients)
Log & Stat analysis Packages (special price for clients)	

/ sample roadmap

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Limited PoC
- Feature Engineering
- Limited #Documents
- No Integration with company backend
- 4 weeks Deployment
- Training
- Knowledge Transfer
- Customer Success Team
- 1 User Profile

Pilot
- MVP – Price & Effort depending on #sources and #user profiles
- No Integration with company backoffice
- Training
- Knowledge Transfer
- Customer Success Team

Security and Access Level
- New sources and user profiles
- Integration with company backoffice
- Introducing access level to search results.
- Training
- Knowledge Transfer
- Customer Success Team

Scale Sources Scale Users
- New sources and user profiles – Now covering at least 80% of the relevant sources and user profiles
- Integration with company backoffice
- Introducing access level to search results.
- Training
- Knowledge Transfer
- Customer Success Team

Add Basic Transactionality
- Add basic transactionality: help resetting intranet password, open support tickets to helpdesk, request time off, or do sign-up / sign-off from working hours.
- Training
- Knowledge Transfer
- Customer Success Team

Add Advanced Transactionality
- Add advanced transactionality: launch, approve, review flows, plan your business trips according to the company rules and regulations, etc.
- Training
- Knowledge Transfer
- Customer Success Team

/SMART objectives

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PoC

The main objective of starting with a PoC is to validate the approach functionally and technologically. It is important to choose wisely a Friends & Family test group, with a clear document scope. Key metrics: interactions with feedback, satisfactory interactions (>30%), unsatisfactory interactions (<20%), total interactions (tbd), relevance accuracy (80%).

Pilot

It scales the PoC in terms of sources/documents and heterogeneity of users. The key metrics are the same but new targets must be defined by the project leadership. Reduction of Call Center interactions when applicable.

Cost per interaction.

Transactional

Number of transactions processed through the channel. The goals for this metric must be realistic and defined according to current transaction level through other channels. Cost per transaction interaction.

/ out-of-the-box features

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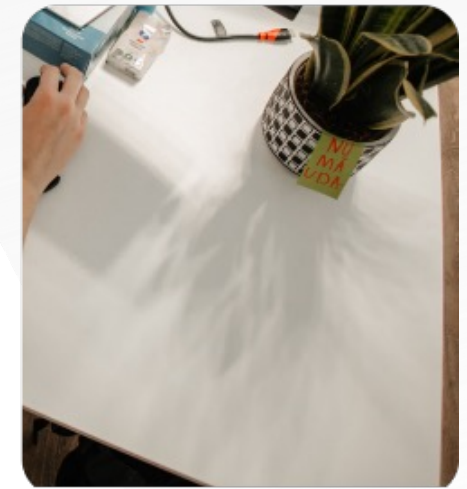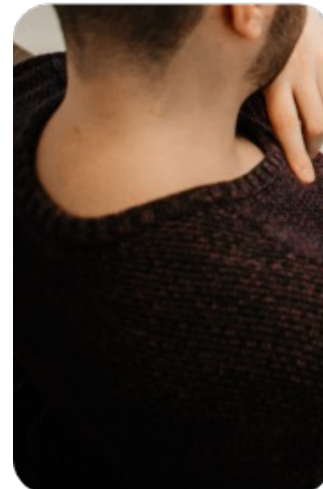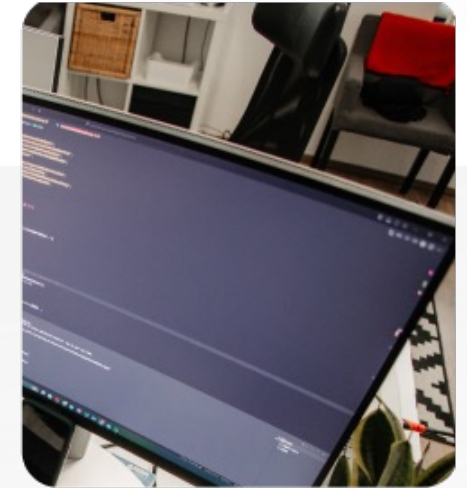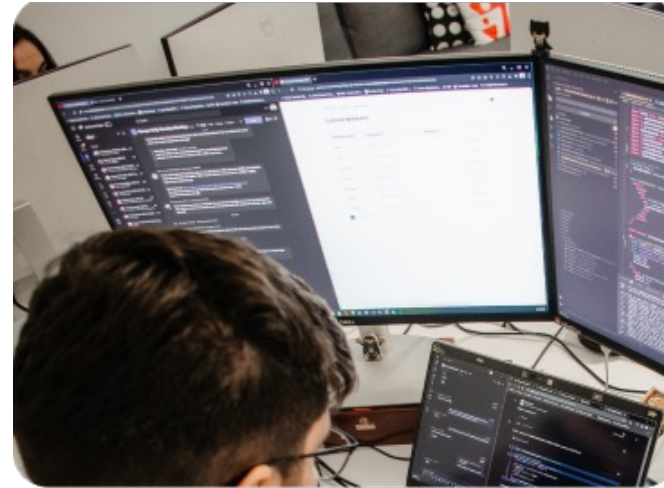
Natural Language Interaction/

Interact with your data as you would do with a colleague. Engage with your data with a simple conversational style, free from technical language or requirements.

Data Sources and Formats (Basic)/

Pre-built connectors enable seamless access to many different data sources and format types. (The number of sources and formats may impact the deployment times and costs). See Annex.

Scalable Modular Architecture/

Best state-of-the-art standards: open architectures and programming languages. A micro-services approach in a modular architecture: flexibility and seamless integrability with any corporate environment.

Monitoring & Metrics/

Monitoring of accuracy along with other metrics: #conversations, #satisfactory conversations, #unsatisfactory conversations, cost per interaction, cost per transaction, among others.

MLOps/

Totally MLOps / DevOps ready solution leveraging the cloud-native processes including Continuous Integration and Continuous Delivery for both the ML models and the Front-End and Back-End code.

Customer Success Team/

One of the most valuable feature of our service is our experienced team, and our aim to become one of your most trusted partners. **Your success is our success.**

Support Packages/

Our offer includes free security and patch releases.

Also, you can subscribe to special prices for new features released.

Intelligent Insights/

The combination of LLM and Retrieval-Augmented Generation provides **meaningful answers** based on your company data.

Multi-Channel Interfaces (Basic)/

In addition to a customizable User Interface, we have pre-built connectors to the most used channels. See Annex.

Logs & Stats/

A set of tools to curate and process logs and stats enabling the expert learning supervision and continuous improvement of the solution.

Cybersecurity & Data Privacy/

Full Cybersecurity, GDPR and other regulations compliance, including PII masking in logged conversations. Private Isolated Infrastructure.

Multilingual Support (Standard)/

Support and translation for major Western European languages, eliminating any language barrier.

Etiquette/

Standard detection and interception of Prompt Injection attacks and inappropriate prompts (e.g. how to build a home-bomb)

SSO Integration/

Native integration with your company's Single Sign-on. It also manages LDAP/Active Directory Access Levels and Groups.

/ optional features

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Talk to your data/

Optionally our solution may be enhanced with Speech to Text and Text to Speech modules that will allow your employees to literally talk to the company's data. A very accessible add-on.

Data Sources and Formats (Advanced)/

Tailor-made connectors to access to any required data sources and format types. (The number of sources and formats may impact the deployment times and costs). See Annex.

Transaction-enabled conversation/

Leverage your APIs to turn your assistant to the main entry point for your employees: start with simple transactions (e.g. password reset) and move gradually up to core business processes.

Custom Integrations/

We help you integrate seamlessly your Virtual Assistant to any corporate system you require.

Multimodal Capabilities/

Include and train specialized models for multimodal tasks, including multimedia inputs (audio, image, video) and outputs in the user interactions.

Legacy Documentation Digitalization/

Companies and organizations with a long history may have lots of documents in paper or in image-like scanned pdfs. Add AI systems to:

- Convert Image-scanned documents to text (OCR)
- Convert tech documents (diagrams) to digital format
- Add meta-data to images and videos through AI automatically
- Establish a pipeline to digitalize and digitize your legacy documents.

If it is not digital, it does not exist.

Subject-Specific Training/

Fine-tune the LLM models to specialized slang or jargon and specific industry-related content for a more accurate performance.

Get specialist expert Assistance for your required sector or expertise area: Retail, BFSI, Healthcare, manufacturing, Legal, Finance, Accounting, among others.

Multi-Channel Interfaces (Advanced)/

Custom built connectors for any required channels. See Annex for some examples.

Advanced Security/

Establish an End-to-End dedicated encrypted Virtual Private Network (VPN).

Multilingual Support (Advanced)/

Support and translation for most languages, further eliminating any language barrier. Optimize retrieval and synthesis for each language.
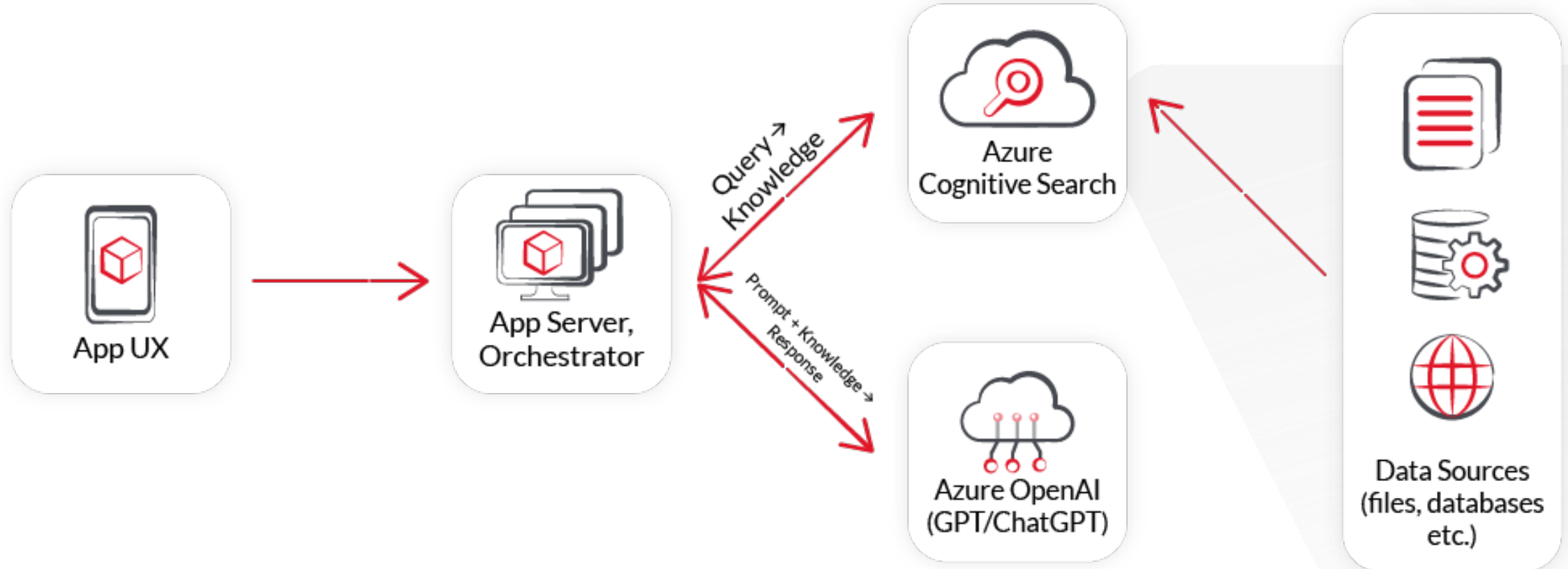
Advanced Etiquette Protection/

Advanced detection and interception of Prompt Injection attacks and inappropriate prompts (e.g. how to build a home-bomb)

Advanced Access Management/

In complex environments different users have different access rights. Ensure only the allowed information is retrieved according to role/profile.

Architecture with Azure

/ architecture components

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Document Ingestion/
Configures the sources to be indexed, the access level of each document and the process used for the ingestion. The information is processed with an embedding model, selected according to each business need, data typology and client preferences.

Vector Database/
The Vector Database is the basic component for efficient searching. It indexes all the unstructured ingested documents and retrieves the most similar entries with an associated confidence (a kind of similarity index). Items with not enough confidence are discarded.

Relational Database/
Contains the retrievable structured data with clear labels to enable it to be efficiently found.

LLM Model/
The context generated by the search in both the vector and relational databases is sent to the LLM model to generate the natural language answer.

LLM Judge Model/
This component evaluates (fact-checks) the output of another generative AI. This module is crucial to reduce the hallucination level of the solution.

Orchestrator/
This important component is in charge of directing the traffic of information and action, making the different components of the solution to work in perfect harmony.

User Interface/
This user interface can be customized to your needs and is oriented to provide a natural interaction for the users, giving the most value while staying flexible and adaptive to the expected evolution of the solution.

Log Repository/
Contains the retrievable structured data with clear labels to enable it to be efficiently found.

Security (Auth, VPN, etc.)/
This module contains all the cybersecurity protection protocols considered by our solution.

Subject-Specific Parsing/
The solution includes the storage tailored to your needs, preventing unused storage space or types,

/ deployment and support

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- Our deployment process is designed for simplicity and efficiency, designed for a seamless integration within your cloud infrastructure and with an easy-to-use snippet of code for adding the Chat UI to your website. Our dedicated team will ensure a smooth launch, working together with your staff to align the chatbot system with the particularities of your event and website hosting options.

- For extended peace of mind, tailored Maintenance & Support packages are available. These packages are designed to keep your chatbot at the cutting edge, offering upgrades, contextual data adjustments, and behavioral refinements in line with predefined SLAs. Let us know the period of support needed for each deployment and we will provide a separate offer for each.

/ PoC plan

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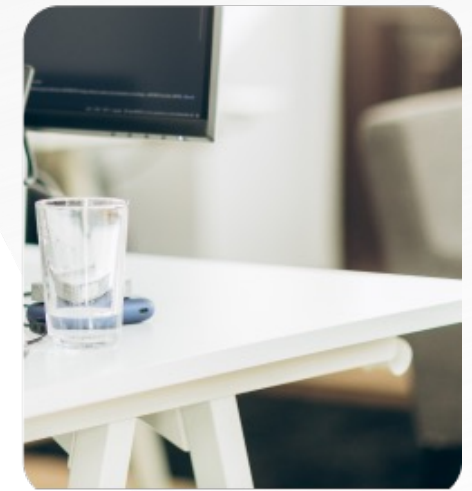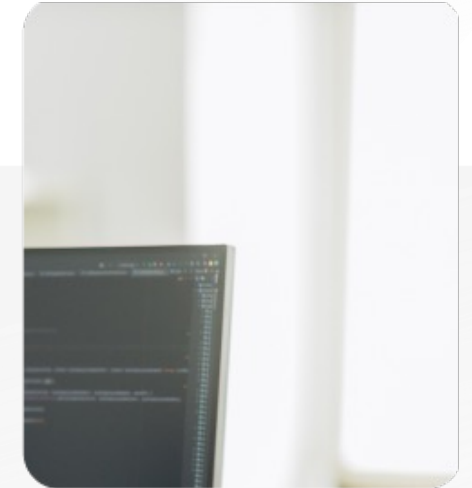
- The first step for a real digital transformation: a valuable Proof of Concept.

- Simple and efficient deployment process.

- Balanced combination between pre-built and custom modules.

- Evaluate the functionalities and the technology.

- Scalable power with top flexibility at an affordable cost.

	Week 1	Week 2	Week 3	Week 4
Project Setup: Business understanding, existing data landscape revision	▬			
Technical Setup: development and testing, source Systems.	▬			
Asset installation and Integration	▬			
AI models configuration		▬		
UI customization		▬		
Security Setup		▬		
Data Ingestion		▬		
Initial Testing		▬		
Customized components installation and Integration			▬	
Full System Testing			▬	
Infrastructure and Access Control			▬	
Documentation preparation			▬	
User Acceptance Testing			▬	
Final Set Up and UAT corrections				▬
Deployment and Post-Deployment support				▬
Documentation delivery and acceptance				▬
PoC Closure: closing Meeting and next steps				▬

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Basic Proof of Concept Package:

- **All** Out-of-the-box features including
- **One** basic channel
- **One** basic source
- **100** documents in basic supported formats
- **5 hours** of user training
- **5 hours** of IT training
- Exhaustive documentation
- **1 month** of Customer Success Team Support

SetUp:
18.000 €

Cloud Infrastructure costs (Azure):
<400 €

Custom packages for personalized needs:

Additional Basic Channel	Additional Basic Source	PoC to Pilot from	Extended Support Package
5.000 €	5.000 €	15.700 €	5.000 € /month

- Add-on Features require custom quotes depending on varying factors. Tell us what you need! (Bulk discounts available)

/ Links& citations

![mindit.io logo]
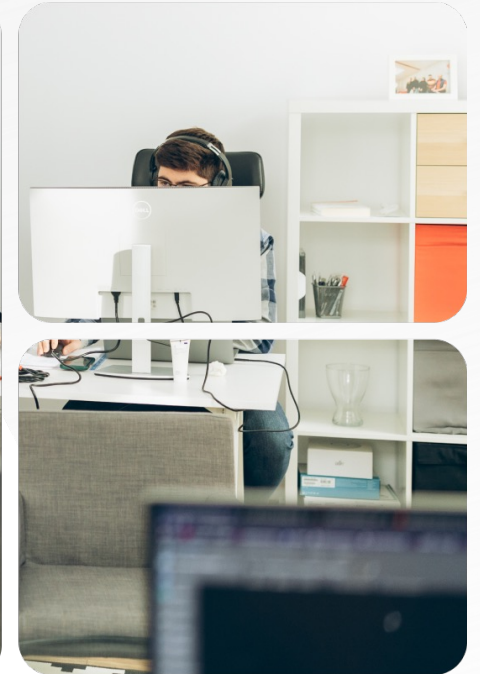
1.McKinsey Global Institute. July, 2012, The social economy: Unlocking value and productivity through social technologies

2.https://www.linkedin.com/pulse/time-spent-searching-chronology-myth-some-recent-research-white/
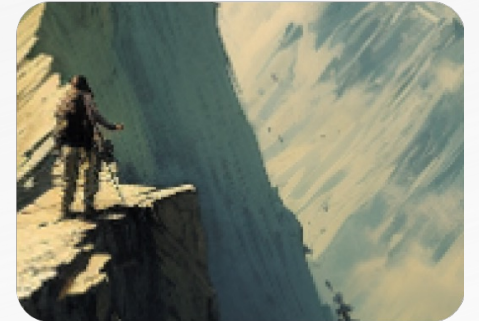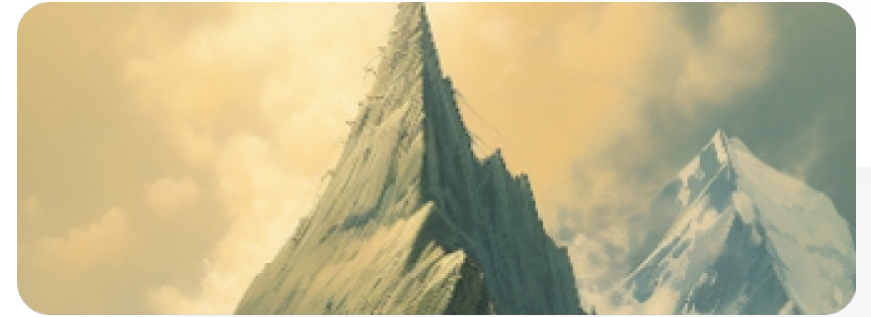
/ basic sources and formats

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Basic Supported Data Sources

File System	SQL Databases*	Web Scraping	API**

OneDrive SharePoint amazon drive Google Drive box Confluence

Cloud Doc Storages

more coming...

*Basic SQL source covers up to 20 fields
** Basic API sourcing covers up to 25 fields

Basic Supported Formats

MS Word	MS Excel	MS PowerPoint	MS Access	MS Outlook
MS OneNote	Open Documents	Rich PDF***	JSON	XML
Markdown	HTML	CSV	RTF	

more coming...

***Meta-data enrichened PDF (such as OCR or word-converted)

/ advanced sources and formats

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Advanced Data Sources

Microsoft Azure Blob Storage
Amazon S3
Google Cloud Storage
IBM Cloud Object Storage

Cloud Object Storage

SAP
salesforce
Microsoft Dynamics CRM
workday.
GitHub
Jira
servicenow.
bmc REMEDY

Corporate Systems

we build what you need

Advanced Formats

🖼️ **Images**[*] : jpg, png, gif, SVG, webp, heic, heif.

🎬 **Videos**[*] : jpg, png, gif, SVG, webp, heic, heif.

🎧 **Audio***: mp3, wav, ogg, aac, aiff, flac.

YAML and other specialized Markup Languages

</> **Code files:** Python, Java, Javascript, node.js, C, C++, C#, .net, R.

❓ **Any other custom formats:** proprietary formats, internal formats, anything can be digitized. Tell us what you need.

we build what you need

*Optionally we can create a model to automatically tag images, audio and video with metadata so they are indexable and therefore findable.

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Basic channels

Custom Web Chat User Interface

MS Teams

slack

more coming...

Advanced Channels

WhatsApp

zendesk

Discord

Any corporate App

Custom Mobile Chat User Interface or App

we build what you need

mindit.io

contact@mindit.io

Find us on Clutch: clutch.co/profile/minditio

your **AI driven** data & product
engineering partner