

REPLY

IT Consulting & Digital Solutions.



REPLY SERVICES

INTERNET OF THINGS



AUTONOMOUS VEHICLES



INDUSTRIAL SYSTEMS



CONNECTED PRODUCTS



ENERGY ECOSYSTEMS



HEALTHCARE

INDUSTRY PLATFORMS



RETAIL & CPG



ENERGY



HEALTHCARE



TELECOM & MEDIA



MANUFACTURING & LOGISTICS



FINANCIAL SERVICES

CUSTOMER EXPERIENCE



IMMERSIVE EXPERIENCE



DESIGN & UX



VIDEO



SOCIAL MEDIA & STORYTELLING



DIGITAL ECOSYSTEM

INTELLIGENT AUTOMATION

DEVELOPMENT & OPERATIONS

SECURITY OPERATION CENTER

ARTIFICIAL INTELLIGENCE

CLOUD PLATFORMS

CYBERSECURITY

MACHINE LEARNING

DATA

SECURITY CONSULTING

REPLY NETWORK



CLUSTER REPLY

Azure Cloud Native Solutions.





OUR MISSION

The mission of **Cluster Reply** is to advise companies on an national and international level on **Microsoft technologies**, to develop and to support them in system integration. Cluster Reply creates individual benefits for its customers and guides them through the digital age with our professional, as well as technical know-how and the wide network of the Reply group.



Consulting



Systems
Integration



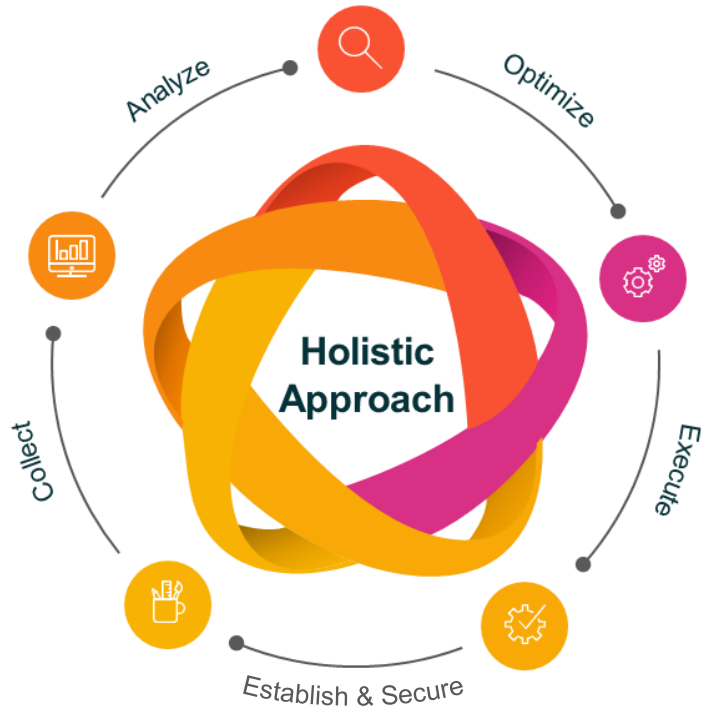
Development &
Implementation



Operation

OUR CLOUD JOURNEY

CLUSTER REPLY DE



Cloud Applications

- › Application Development
- › Azure Integration
- › Agile Transformation
- › DevOps
- › Industry Cloud
- › Cloud IoT

Artificial Intelligence

- › Image Processing
- › Machine Learning Modeling
- › Smart Apps using cognitive services
- › Bots

Cloud Infrastructure

- › Cloud Transition
- › Cloud & Hybrid Network
- › Data Security and privacy
- › Cloud Governance
- › Modern Workplace
- › Adoption and Change Management

Data

- › Business Intelligence
- › Modern Datawarehouse
- › Big Data & Analytics
- › Internet of Things
- › Modern Reporting
- › Data Governance

Business Applications

- › Sales
- › Customer Service
- › Marketing
- › Field Service
- › Project Service Automation
- › Intelligence

OUR SUCCESS STORIES

Examples based on **real** projects.





SUCCESS STORY

AI ASSISTANCE FOR VEHICLE CONFIGURATION



- Customer** **German Car Manufacturer**
- Challenger** Our client wanted to improve his car configurator to create a personalized and seamless experience for his customers. The goal was to streamline the customization process, reduce the workload of support staff and improve the customer experience.
- Solution** Cluster Reply worked closely with the client to understand the needs and preferences of their customers and develop a user-friendly and intelligent chatbot. The chatbot was integrated into the vehicle configurator and was able to assist customers in real time, answering questions and suggesting personalized options based on their preferences.
- Benefits** The chatbot personalized the customer experience and helped streamline the fitting process, reduced the workload of human support staff and was able to provide round-the-clock support. It also improved customer satisfaction and increased sales and customer loyalty. The chatbot became an important part of the client's marketing and sales strategy.
- Tech Stack** Azure Cognitive Services, Azure Bot Services, .NET, Azure DevOps



SUCCESS STORY

AI ASSISTANCE FOR VEHICLE CONFIGURATION



- Customer** **German Medical Manufacturer**
- Challenger** Our client needs to find specific information or documents within a given dataset or knowledge repository without the benefit of knowing the correct terminology typically associated with the information they seek. The objective is to assess their ability to navigate and retrieve relevant data in a terminology-agnostic manner. A basic web-search did not provide meaningful answers and excluded document content.
- Solution** Cluster Reply worked closely with the client to understand the needs and preferences and developed an Microsoft Teams integrated AI assistance based on the Azure OpenAI services. The assistances lets the users easily find information, even if they don't know how and where to look for it..
- Benefits** Users find easily information, even if they don't exactly know the right terms
Fully integrated and internal solution
- Tech Stack** Azure OpenAI, Azure Cognitive Search, Azure Bot Services, .NET, Azure DevOps

SUCCESS STORY

CHAT WITH YOUR DATA



Customer

German Machine Manufacturer

Challenge

How can company-specific data be searched quickly and efficiently and text-based questions answered in a targeted manner?

Solution

To meet these requirements, an AI-supported assistant was implemented on the basis of Azure's OpenAI Services. The assistant can be "fed" with any data sources such as (user) manuals, (knowledge) databases or other company-specific sources. The assistant can then provide text-based answers to any questions based on the data sources. This means that relevant knowledge can be found very quickly, even within unsorted sources.

Benefits

Save time with intelligent searches
Fast and intelligent search of any data source
Only self-specified data sources are used

Tech Stack

Azure OpenAI Services, Azure Cognitive Search, Azure WebApp, .NET/C#, Azure DevOps

#ApplInnovation

SUCCESS STORY

SERVICE DESK PHONE BOT

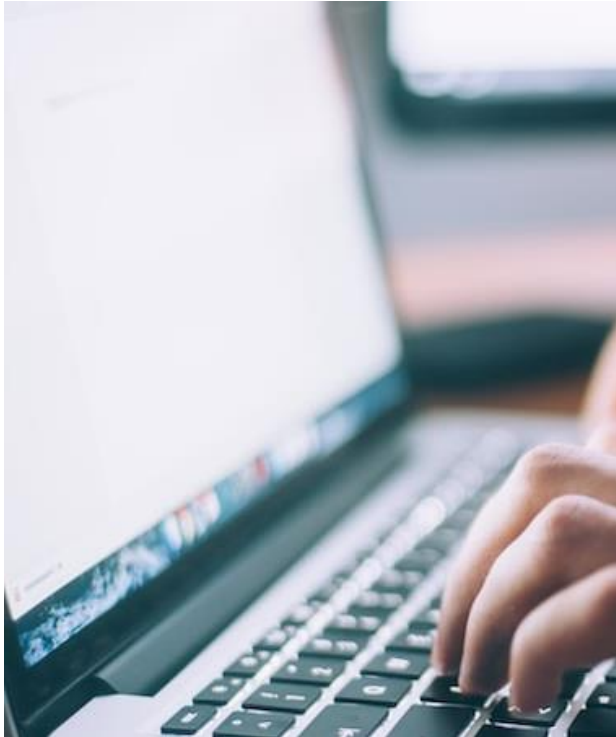


Customer	German Automotive Supplier
Challenge	At peak times, a very large number of first-level employees are on duty to receive service cases from customers and create new tickets in the service system. A proof of concept (POC) was created for this case to test whether first-level support could be supported by an automation solution and whether new tickets could be created automatically. The POC was not yet ready for production (no scaling, interruption of the band announcement, errors during ticket creation, ...).
Solution	Cluster Reply analyzed the existing architecture, containerized the entire solution, fixed and improved the code, set up a test phase, fully automated the deployment (as an infrastructure-as-code solution) and thus made the POC ready for production.
Benefits	Highly available, reliable cloud assistance Scalable solutions that support continuous growth More time to focus on repairs instead of ticketing
Tech Stack	Azure Cognitive Services, Azure Bot Services, .NET, Azure DevOps



SUCCESS STORY

TELEHEALTH BOT



Customer	Scotland's National Telehealth
Challenge	Scotland's national telehealth and telecare organization has embarked on an ambitious digital transformation program focused on creating a consistent user experience across multiple channels and devices to meet the significant increase in demand since the COVID-19 pandemic.
Solution	Reply is using the Microsoft Azure platform and Azure Cloud Services to manage this transformation program and the high demand for telemedicine and telecare. We use the Microsoft Chatbot and Azure Communication Services, which can be embedded in a web framework and a mobile-compatible app.
Benefits	Support for growing demand Consistent user experience across multiple devices
Tech Stack	Azure Bot Services, Azure API Management, .NET Core, Azure DevOps

WORKSHOP FORMAT

Our success story for a **shared** vision.



VISION WORKSHOP



Bring Stakeholders Together

Bringing together representatives from the various sectors



Develop a Vision

*Common understanding of users and processes.
Development of a common vision for everyone*



As-is Analysis

*What systems/infrastructure are in place?
What are the challenges?*



Derive Minimal Viable Product (MVP)

Derivation of a functional prototype with minimum functionality and maximum ROI



Develop a Backlog

Developing corresponding requirements and sub-steps for implementing the MVP.

AGILE DEVELOPMENT



Contact us!

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