

AI-DRIVEN BUSINESS SOLUTIONS: COMPREHENSIVE 3-TIER APPROACH

WM Reply GmbH

WM REPLY AI-DRIVEN WORKPLACE VISION




Adoption &
Change
Governance


Project
Management


Technical
Consultancy


Development


Creative &
Design


Support

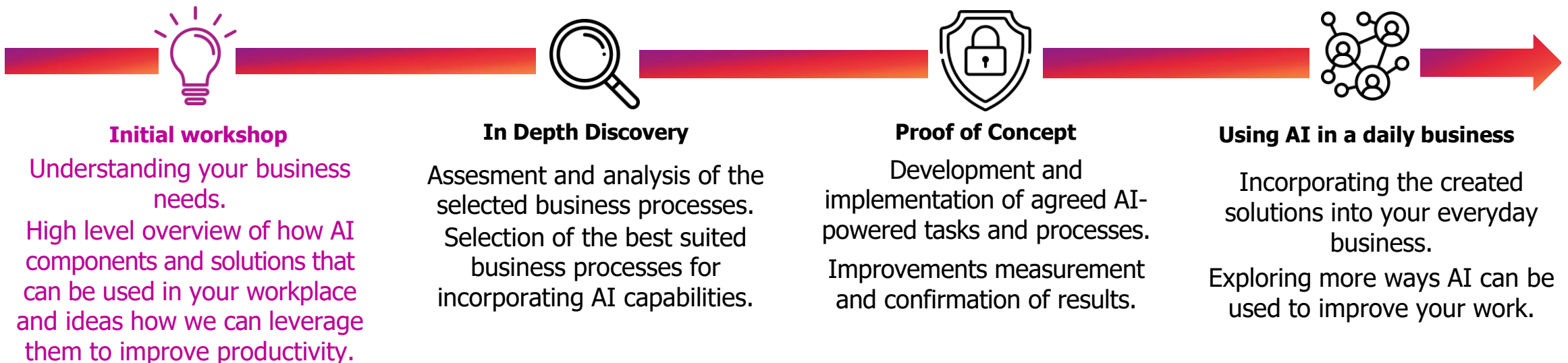


WM REPLY AI-DRIVEN SOLUTIONS OFFER



- Enhance your employee experience by seamlessly integrating advanced AI capabilities into your existing workflows.
- Provide intelligent insights, assistance, streamlined tasks, and efficiency across your organization.
- Embrace the future of work with us and unlock your organization's full potential, not limited only to Microsoft world, but extending this experience also to data stored outside Microsoft universum.

THE CUSTOMER JOURNEY



TAKING YOU THROUGH AI JOURNEY

Group-interviewee	Pain Point Name	Pain Point Category	Pain Point Short Description	Quantification	Normalized Quantification
OnSite Group 1 (Marcus)	Insurance documents analysis	Decision	To make a decision I must analyse dozens documents, including medical documentation and insurance contracts	8h per case	445
OnSite Group 1 (Marcus)	Automizing document filling	Process	Automizing filling of documents and relevant information in databases	10% by transcation. 0.5-1h each. Up to 300 per year	225
OnSite Group 2 (Anna)	Searching for company realted info	Research	I need to find all information about legal acts, competitors and public opinion which are relevant to our company	4h / week	208
OnSite Group 2 (Anna)		Research	I have to understand dependencies in the process: who has to approve, who has to be taken into account? Ask about guidelines and regulations.	10% by transcation. 0.5-1h each. Up to 300 per year	225
Online (Robert)	Risk assesment	Process	Renewal seasonality, diversity of information, lot of technical words, different languages.	2-6h per system. 80 systems in total	104

We will identify and select most relevant business processes for incorporating AI, based on:

- Time quantification
- Costs
- Complexity
- Number of users
- AI efficiency in executing selected task

to deliver the best results in the shortest time.

No matter, if it is an entry level GenAI with low-code or deep dive into knowledge graph AI development, we can build that solution for you and check together how it responds to your business needs.

Do you want to streamline the decision-making process for insurance compensation payments with medical data analysis? You're welcome!

We will not forget about monitoring and security, embedding the final solution in the target AI platform architecture prepared by us in Reply.

Web part Manifest

the doctor, and the hospital. Anna Kowalska also underwent tests for blood alcohol content and other blood parameters.

AI Suggested resolution

Justifications for the decision: Based on the description of the incident and the exclusions in the policy, it is likely that Anna Kowalska may not receive compensation. The policy "Moja Podróż" contains various exclusions that limit the coverage. According to Analyst 6, the policy excludes coverage for the insured person being under the influence of alcohol. Since Anna Kowalska had a blood alcohol content level exceeding the legal limit at the time of the accident, the policy may not cover the damages or injuries resulting from the incident. Additionally, Analyst 1 highlights that the policy "Moja Podróż" has exclusions for specific events such as 'AWARIA POJAZDU' (vehicle breakdown) and 'WYPADEK DROGOWY' (road accident). If the incident involving Anna Kowalska falls under these specific events, the insurance coverage may not apply. However, it's important to note that the analysis of the analysts' reports does not provide a complete list of exclusions in the "Moja Podróż" policy. There may be other exclusions that are not adequately described in the available reports. To obtain precise information regarding exclusions and the possibility of receiving compensation, it is advisable to consult the insurance provider or review the detailed terms and conditions of the "Moja Podróż" policy.

Ask for details

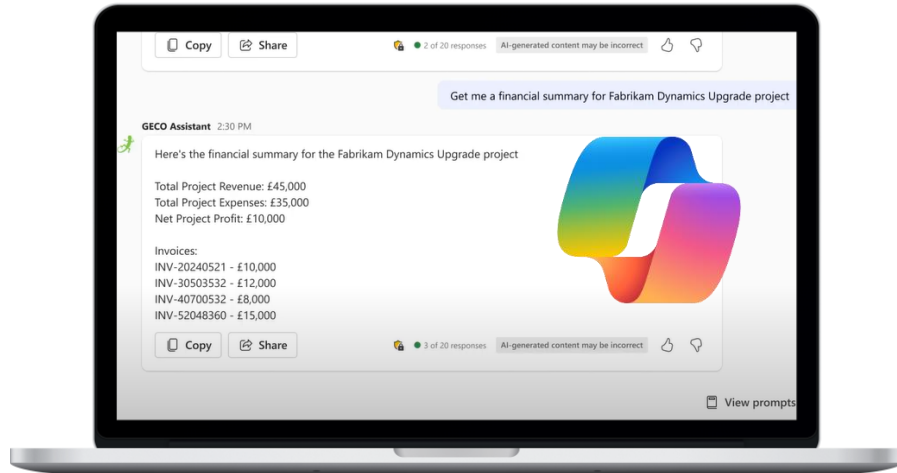
Ask question to the case Specific Question



TIER 1 - COPILOT STUDIO DEVELOPMENT

Start your AI adventure with Copilot Studio

- Create agents using natural language or a graphical interface, (using code view if also possible)
- Add triggers and workflows to conversations using natural language
- Enhance Microsoft 365 Copilot capabilities
- Create a modern conversational experience



Strengths

- Cost-effective and quick deployment
- Low entry threshold
- Instant effect
- Wide range of built-in integration options
- Low maintenance costs

Shortcomings

- Limited ability to tailor to the unique needs and data structures
- Limited control over the AI's behavior and outputs
- Lower level of precision in highly specialized contexts

TIER 2 - RETRIEVAL-AUGMENTED GENERATION (RAG) DEVELOPMENT

Go for RAG if it is beneficial

- More accurate and contextually relevant responses
- Ability to leverage domain-specific and confidential information that may not be included in a language model's training data
- Integration with highly customized environments and legacy systems



Strengths

- Provide precise answers to complex queries
- Suitable for applications that require processing extensive datasets
- Can be adapted to various domains and use cases.
- Highly customizable solutions

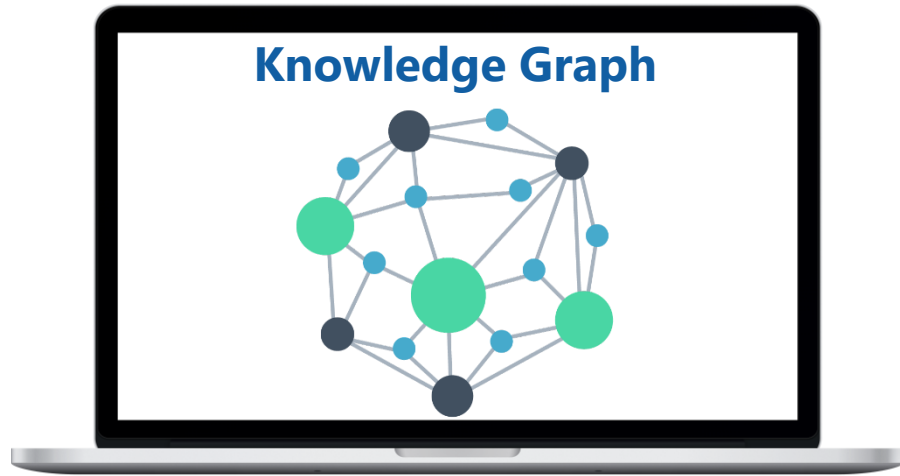
Shortcomings

- Complex setup
- Require expertise in AI field
- Usually require significant processing power, which generates ongoing costs
- Poor data quality can still lead to inaccurate or irrelevant responses

TIER 3 – KNOWLEDGE GRAPH AI DEVELOPMENT

Develop knowledge graph if you really need

- Uncover hidden insights and relationships that might be missed by LLMs, RAGs and even databases
- Explicitly represent complex relationships between data points
- Obtain deepest possible contextual understanding
- Data search and discovery based on semantic understanding



Strengths

- Efficiently handles complex queries involving multiple data relationships
- Real time analytics and decision-making capabilities

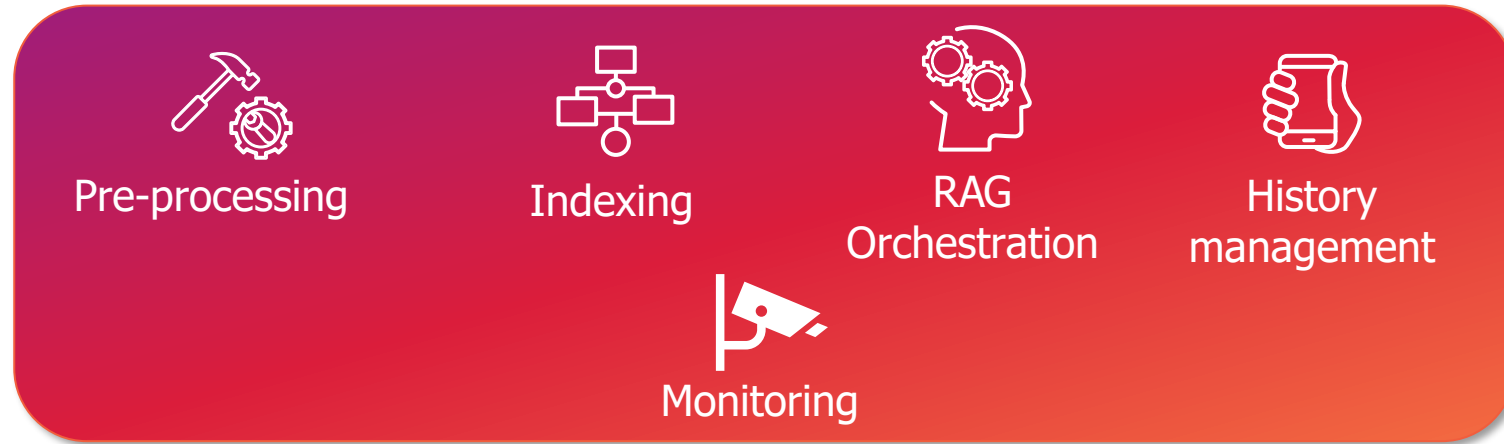
Shortcomings

- Very high initial cost for setup and development
- Maintaining knowledge graph is complex and time consuming
- Data Privacy and sensitive data handling is a challenge in a knowledge graph

OUR AI HUB ARCHITECTURE



Front-end



Productivity

