Azure OpenAI

Generative AI 2-Day Workshop

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Why Microsoft with Softchoice?

A global leader

Microsoft

#1
Azure consumed revenue partner in North America

607
CSP Customers

13
Microsoft Gold Competencies

142
Microsoft certified individuals

2,200+
Technical assessments delivered annually

500+
Technical FTE's

Elite Global Microsoft Licensing Partner

#1 in Canada
#5 in North America
#8 in the World

Member of an select group of **65globally managed Microsoft partners.**

One of only **25 Azure Expert MSP + LSP** Partners

Microsoft Partner
Microsoft

2020 Partner of the Year Winner
Canada

Gold
Microsoft Partner
Microsoft
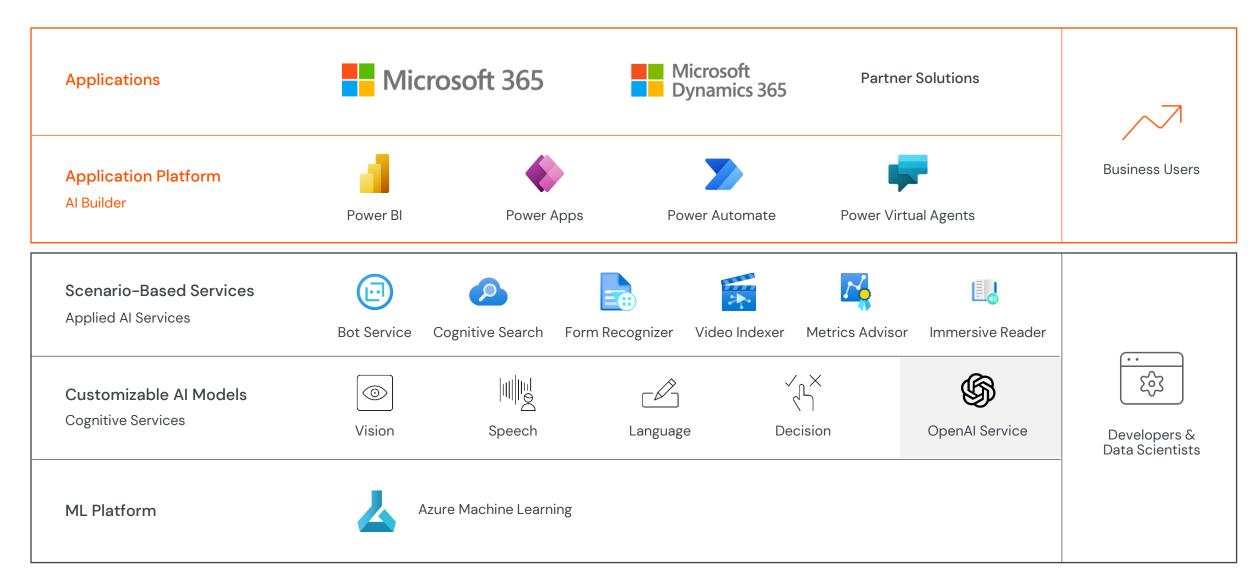
Azure Expert MSP

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"Softchoice's commitment to technical excellence sets them apart. They have 142 Microsoft-certified experts with 13 Gold competencies and were one of the first accredited Microsoft Azure Expert managed service provider."

– Microsoft Publication

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Microsoft AI Portfolio

Applications	Microsoft 365 Microsoft Dynamics 365 Partner Solutions	**Business Users**
Application Platform AI Builder	Power BI Power Apps Power Automate Power Virtual Agents	

Scenario-Based Services Applied AI Services	Bot Service Cognitive Search Form Recognizer Video Indexer Metrics Advisor Immersive Reader	
Customizable AI Models Cognitive Services	Vision Speech Language Decision OpenAI Service	**Developers & Data Scientists**
ML Platform	Azure Machine Learning	

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Azure OpenAI
Top Capabilities and Use Cases

Content generation

- Call center analytics: automatically generate responses to customer inquiries
- Generate personalized UI for your website

Code generation

- Convert natural language to SQL (or vice versa) for telemetry data
- Convert natural language to query proprietary data models
- Code documentation

Summarization

- Call center analytics: summary of customer support conversation logs
- Subject matter expert document: summarization (e.g. Financial reporting, analyst articles)
- Social media trends summarization

Semantic search

- Search reviews for a specific product/service
- Information discovery and knowledge mining

Examples of multiple model use cases

End to end call center analytics: classification, sentiment, entity extraction, summarization and email generation

Customer 360: hyper-personalisation using timely summarization of customer queries & trends, search, and content generation

Business process automation: search through structured & unstructured documentation, generate code to query data models, content generation

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How Softchoice can help

Strategy

- Generative AI Catalyst Workshop
- Use Case Identification
- Commercialization of Generative AI
- Responsible AI and Governance
- Enterprise Grade Standards

Design and Architecture

- Product Selection
- Solution Architecture
- Roadmap and Integration Timeline

Build

- Minimum Viable Product
- End User Training and Adoption
- Prompt Engineering
- Model Selection
- Model Optimization / Fine Tuning
- Integrate APIs
- Integrate Search

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Design Studio Generative AI Catalyst Workshop

Our **educational and use case discovery workshop** is a **1-to-2-day** workshop (ideally in person) which utilizes **Design Thinking** principles. The workshop is highly interactive and will **energize** the team as we explore the art of the possible with **Generative AI** such as ChatGPT for your business use case. Our workshop will result in **actionable next steps** forward.

1 ——————→ **2** ——————→ **3**

Workshop Objective

- Education of Responsible AI
- High level education of AI/ML concepts and Generative AI, such as Prompt Engineering
- Vendor Specific Overview: OpenAI, Azure OpenAI and Azure Cognitive Services
- (Optional and Recommended) Rapid Proof of Value Deployment
- Discussion of potential Generative AI use cases in your Industry: Art of the Possible
- Discussion of proper use cases, or where other AI/ML technologies are optimal
- Workshop exercises to prioritize based on ROI
- Discussion of what a Pilot/POC would include

Outcomes

- Enhanced understanding of generative AI and Azure Open AI offerings
- Identified high ROI use cases and success criteria defined
- Identified types of generative AI targeted, such as Automation, Summarization etc.
- Conceptual architecture with Microsoft products identified based on current understanding (delivery platform)
- Alignment on Pilot/POC

Deliverables

- Workshop Summary
- Conceptual high level architecture document
- Proposal with level of effort for Pilot/POC

Intended audience

- LOB Leaders
- CxO stakeholders
- Solution Architects
- ML Engineers

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Proven framework and set of capabilities to deliver your Azure AI MVPs at scale

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Microsoft

Expertise	Delivery Approach	Data Platform	AI-Assets

Softchoice Azure AI experts from our North American PS center to delivery deliver the MVPs at scale

Softchoice Design Studio leverages a proven and tailored to AI agile delivery methodology and approach which is focused on delivering and measuring value quickly and iteratively

Comprehensive set of configurations and templates for building the Azure Data & AI Platform by eliminating the need for advanced cloud infrastructure, security, and data services expertise

A predefined MLOps pipeline built on Azure. A set of Responsible AI services integrated in the MLOPs pipeline to ensure AI Governance is fully integrated and enforced

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