Microsoft Partner of the Year

UnifyCloud

AI Masterclass Playbook

Jan 2024

UnifyCloud –

AI Masterclass presents a transformative approach to support Azure OpenAI Adoption within SMCs.

The primary goal of the AI Masterclass is to guide SMCs from the initial learning phase to full-scale adoption.

Explore and develop selected use cases for Azure OpenAI Readiness and Adoption.
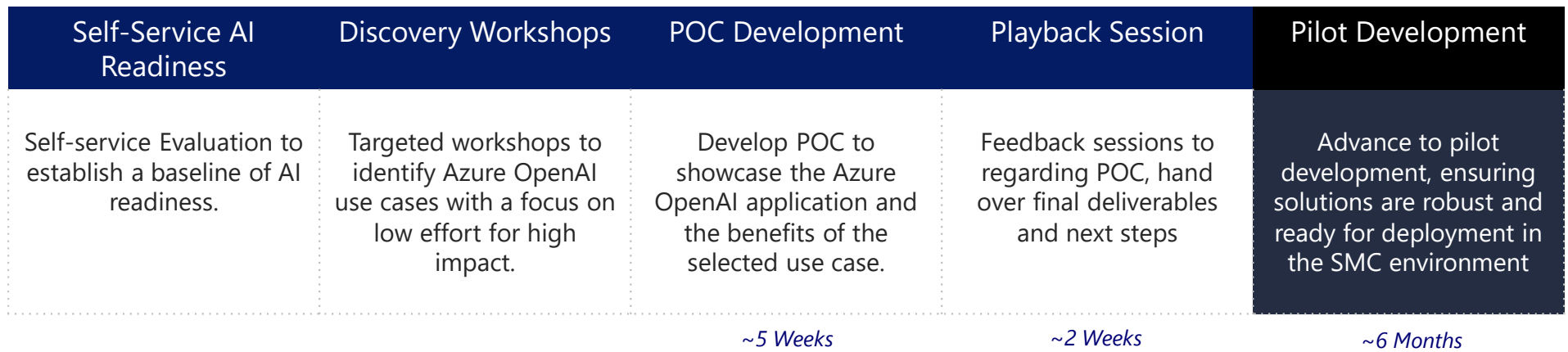
Understanding Azure OpenAI-based solutions Architecture, Costing, and Implementation plan.

Tailor pre-built solutions for POC to accelerate future deployment.
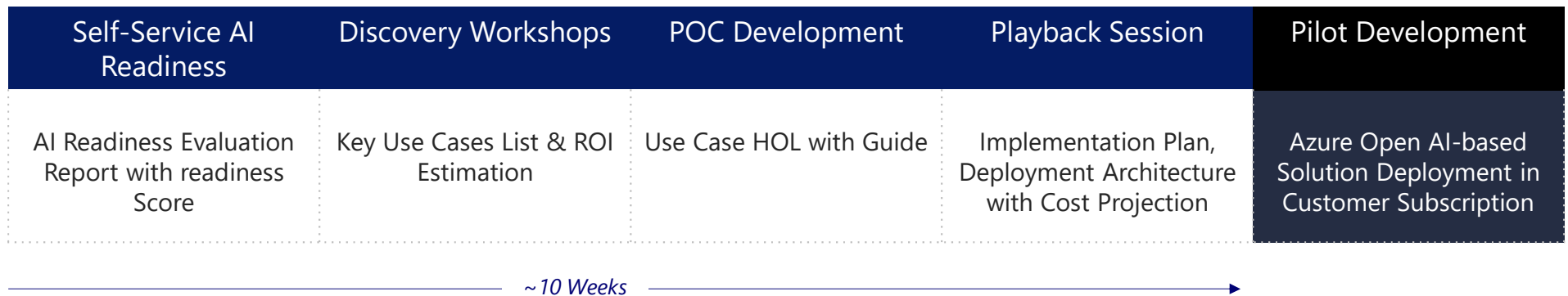
AI Masterclass for SMC - Transformation Roadmap

Self-Service AI Readiness	Discovery Workshops	POC Development	Playback Session	Pilot Development
Self-service Evaluation to establish a baseline of AI readiness.	Targeted workshops to identify Azure OpenAI use cases with a focus on low effort for high impact.	Develop POC to showcase the Azure OpenAI application and the benefits of the selected use case.	Feedback sessions to regarding POC, hand over final deliverables and next steps	Advance to pilot development, ensuring solutions are robust and ready for deployment in the SMC environment

~5 Weeks   *~2 Weeks*   *~6 Months*

~10 Weeks

Customer has the option to select partner

This phased engagement strategy empowers C-level executives, IT leaders, and Business Decision-Makers to harness the potential of AI,

The journey through the AI Masterclass program is mapped out in distinct phases, each with strategic deliverables that contribute to the program's success.

Self-Service AI Readiness	Discovery Workshops	POC Development	Playback Session	Pilot Development
AI Readiness Evaluation Report with readiness Score	Key Use Cases List & ROI Estimation	Use Case HOL with Guide	Implementation Plan, Deployment Architecture with Cost Projection	Azure Open AI-based Solution Deployment in Customer Subscription

~10 Weeks

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AI Masterclass for SMC – Program Deliverables

Detailed Readiness Evaluation Report
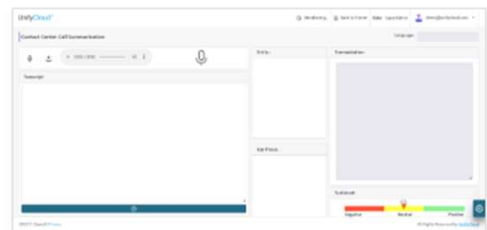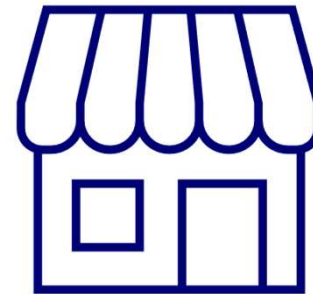

Detailed ROI Calculations
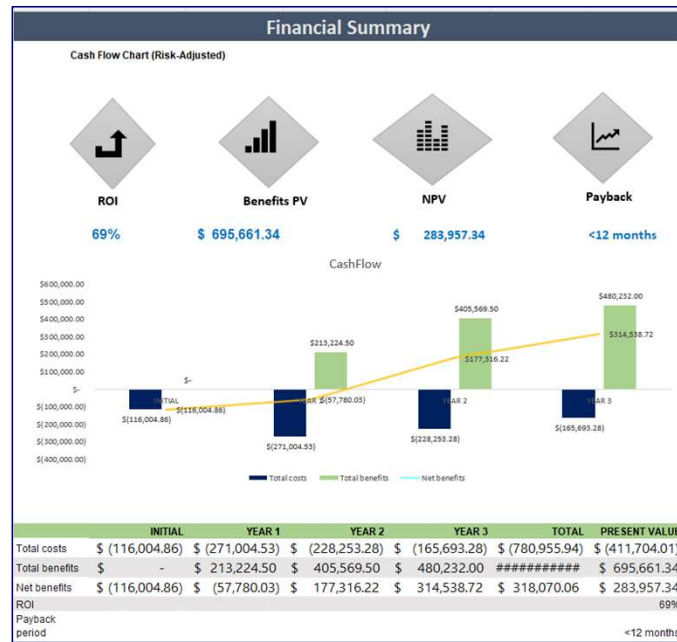
Prebuilt Solutions

The AI Masterclass is targeting Customer Verticals that have higher AI adoption rate and technological maturity.

Banking & Finance

Healthcare & Life Sciences

Retail & Marketing

UnifyCloud offers a suite of pre-built AI solutions with synthetic data

Unstructured Data Processing:

Leveraging AI to discern critical details from text documents, crucial for data management and analysis.

HR System Enhancement:

Using chatbots to streamline HR tasks, from fielding common inquiries to simplifying the onboarding experience.

Customized AI-driven Chatbots:

Delivering tailor-made assistance in areas including employee support, customer care, and sales.

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Optimization of Contact Center Functions:

Advancing the customer service experience with improved interaction management, summarization of calls, and analysis of sentiments.

Sentiment Analysis Tools:

Examining customer comments and market studies to extract detailed understanding of public opinion and tendencies.

Personalized Offers

Personalized Offers for cross-sell and up-sell

Pre-built AI Solutions leverage Azure Open AI's Generative Capabilities, providing precise responses across multiple platforms.

User Input As Prompt

Search Performed

Grounding

Embedding

Runtime

Azure OpenAI Models

Azure AI Search

- Prompt
- Query Content
- Retrieved Information

Response

Web Application

Channel Integration

Pre-built AI Solutions leverage Azure Open AI's Generative Capabilities, providing precise responses across multiple platforms.

Pre-requisites for these pre-built solutions
- AI Use Case
- Sample Data
- Sample Question or Prompt
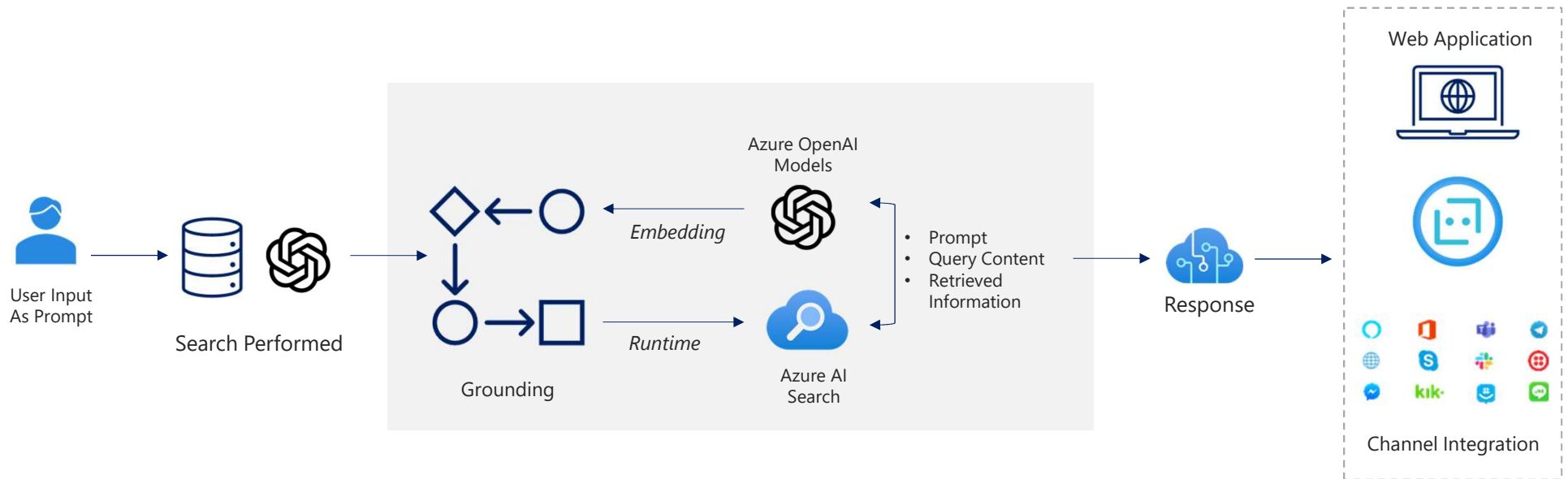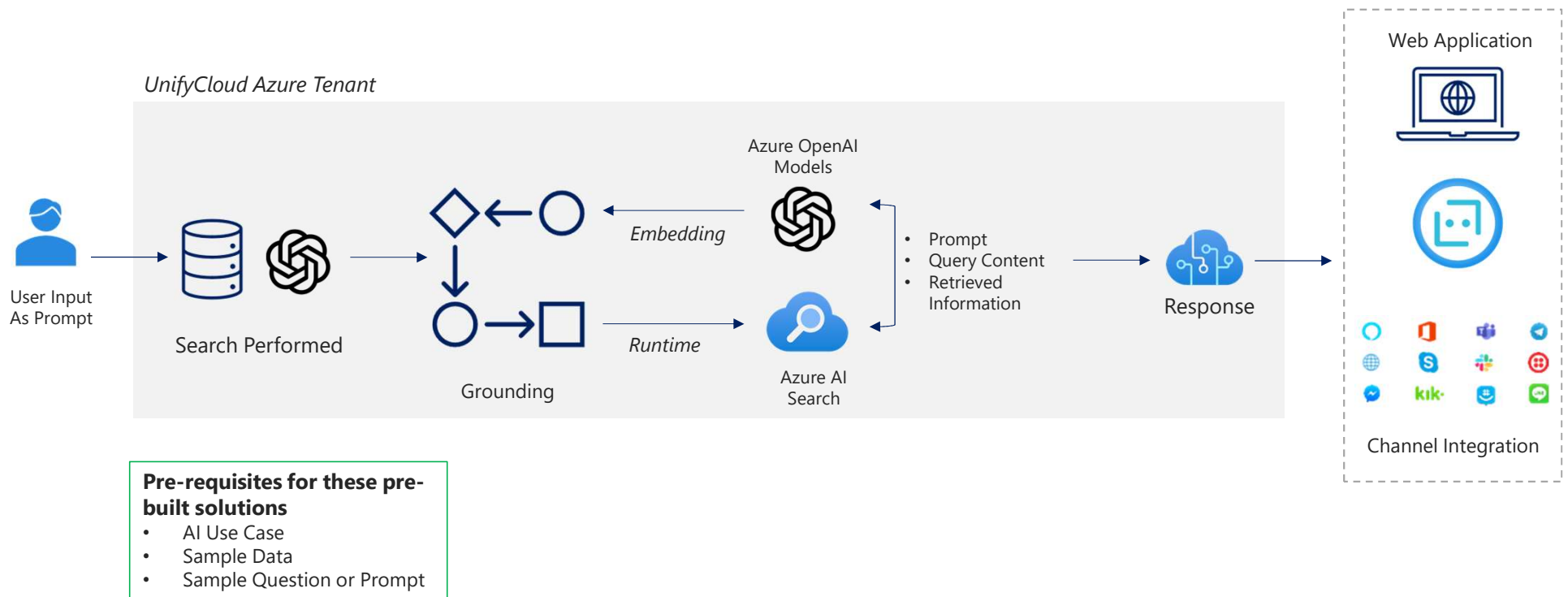
Qualification Checklist for AI Masterclass for SMC

The ideal candidate for AI Masterclass is one who possesses the strategic vision with allocated budget, and robust governance guidelines essential for AI adoption and integration process.

Identified AI Use Cases and Outcome clarity

- Evidence of potential benefits and transformative impact

Commitment to POC Development

- Intent to build a POC with active support from leadership.
- Executive buy-in for strategic alignment.

Financial Investment

- A designated budget for AI exploration with Financial provisions for developing and scaling AI solutions Outcomes.

Data Availability for POC

- Availability of sample data (without PII & Sensitive data points) for tailoring the POC

Governance, Security, and Compliance

- Policies for access control (RBAC) and data governance
- Compliance, regulatory standards and security policies

Targeted Customer Audience for AI Masterclass for SMC

C-Level Executives

Providing the vision and support for AI-driven transformation during Use case discovery workshops.

Business Decision Makers (BDMs)

Ensuring that AI Use case provided under POC's are in sync with business objectives and desired outcomes.

IT Decision Makers (ITDMs)

Responsible for the technical support and evaluation of Selected Use case during POC Development

Data Scientists

Technical development and deployment of AI Use case post-POC