



# GenAI Based Connected Worker

Empower Your Business with GenAI

ELEVATE PRODUCTIVITY, DELIGHT CUSTOMERS, STREAMLINE OPERATIONS, AND IGNITE PROFITABILITY!



# Connected Worker

GENAI TO MAXIMIZE EFFICIENCY

## INTRODUCTION

VassarDigital.ai, a wholly owned subsidiary of Vassar Labs, an MIT-founded company, specializes in GenAI-powered Connected Enterprise Solutions for Manufacturing, Retail, Energy, Utilities, and Financial Services.



We help enterprise unlock their full potential with our GenAI powered Connected Enterprise Solutions. By seamlessly integrating GenAI and LLMs with your existing knowledge base, we empower your business to enhance employee productivity, elevate customer service, explore new revenue streams, and optimize profitability.

Vassar Digital has successfully delivered GenAI powered Connected Enterprise Solutions to several Fortune 2000 customers. With over 350 dedicated GenAI experts we can bring GenAI solution to reality for your enterprise in under 3 months.



ESTABLISHED  
IN 2014



FOCUSED ON  
GENAI SOLUTIONS



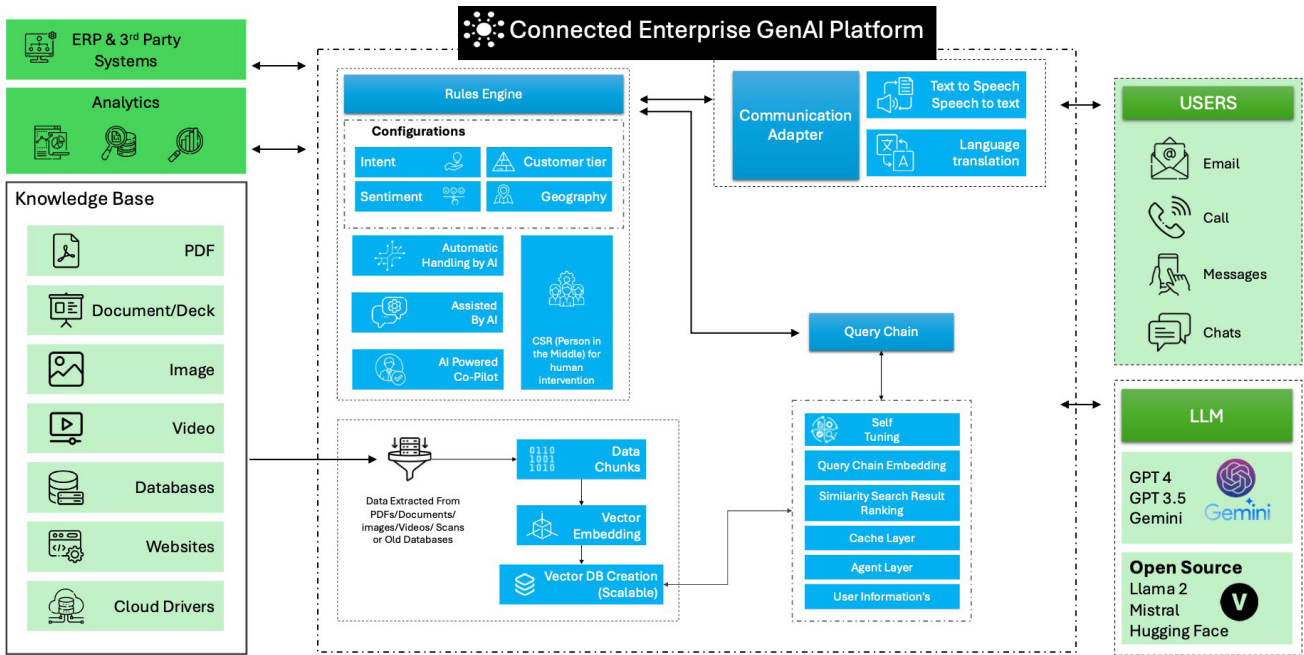
OVER 350  
GENAI EXPERTS



PROVEN  
CASE STUDIES



# Our Platform



**Communication Channels:** The system offers multiple communication Channels for user interaction, including phone, email, chat and messenger. This ensures flexibility and convenient for users, allowing them to choose the method that best suits their preferences and needs. It has in built speech-to-text, text-to-speech and language translation.

**Knowledge Base:** Knowledge base is created from a wealth of enterprise knowledge extracted from diverse sources such as era documents, PDFs, images, videos, databases, websites, and cloud drives. GenAI helps the user based on this knowledge base and does not hallucinate.

**LLM Flexibility:** The system work with established LLMs such as ChatGPT and Gemini as well as open source models like Llama2, Mistral and Hugging Face.

**Rules Engine:** The system has inbuilt triage layer for personalised handling of inbound requests based on customer tier, intent of the request, geography and sentiment of the request. This can be:

**AI Responded:** Complete end-to-end handling of the request by AI.

**AI Assisted:** AI does all the research and drafts the response for CSR (person-in-the-middle) to review and respond back

**AI Copilot:** CSR handles the request with assistance from AI as required

**Self-Tuning:** Models learn continuously based on the feedback from the user, so knowledge base continues to be updated and fine-tuned.



## Case Studies

Vassar Digital Connected Worker brings together GenAI and LLMs with enterprise knowledge base to streamline field operations and enhance employee productivity



### Field Technician Co-Pilot

[Watch the video](#)

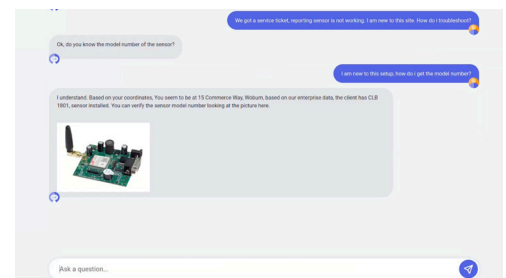
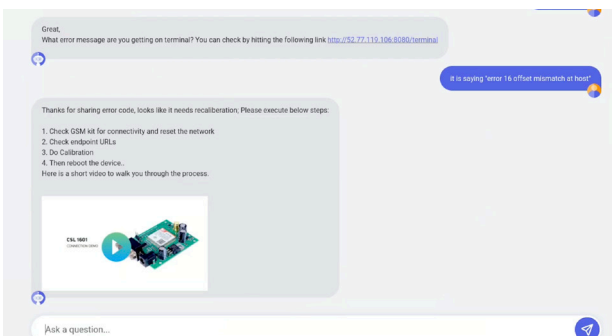
#### Problem Statement

With experienced individuals retiring, enterprises risk losing all the historical tribal knowledge accumulated over the years. This information is scattered across various documents, support tickets, etc., making it challenging to retrieve when needed.

#### Solution

Preserve invaluable tribal knowledge effortlessly! With GenAI's Field Technician Co-Pilot, seamlessly ingest historical insights, documentation, support tickets, and videos into a centralized worker knowledge base. Empower your field technicians to excel in their roles and bridge the knowledge gap left by retiring experts.

**Unlocking Excellence:** Empower your field technicians with instant answers, guiding them through tasks seamlessly, like an expert companion always at their side.



**Beyond Answers:** Our system not only provides solutions but also includes relevant video snippets for step-by-step guidance on instructions.

**Continuous Learning:** Our system evolves and refines itself through user feedback, ensuring it consistently delivers the most relevant answers.

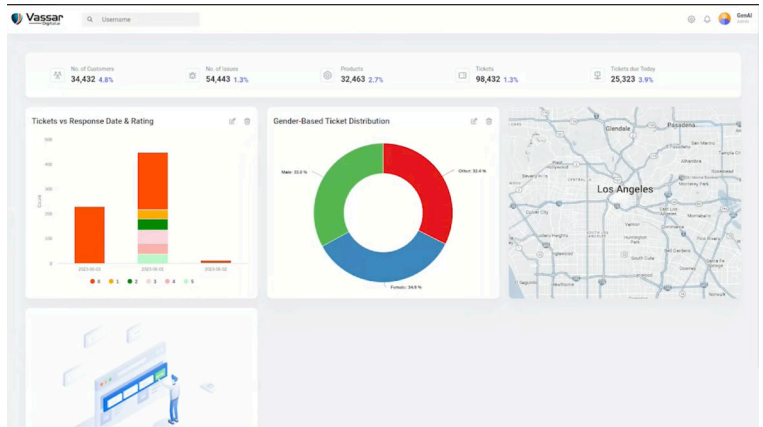


# Data Insight Co-Pilot

[Watch the video](#)

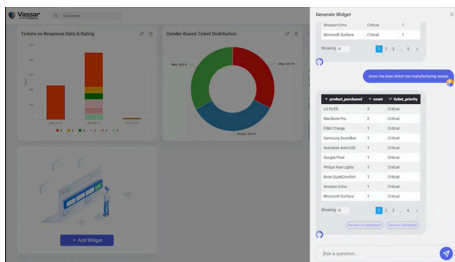
## Problem Statement

In today’s business environment, leaders grapple with delayed access to critical data insights, reliant on time-consuming and resource-intensive processes involving IT teams, hindering timely decision-making and agility.

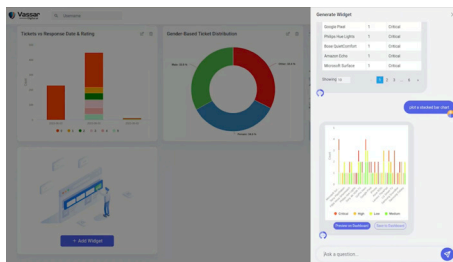


## Solution

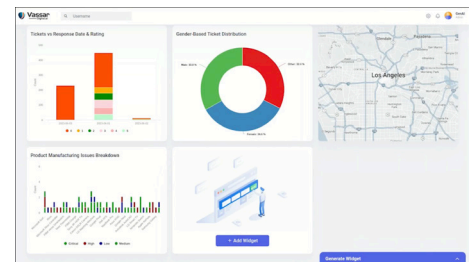
With VassarDigital’s GenAI and LLM capabilities, obtaining business insights is as easy as having a conversation in plain English. This revolutionary approach reduces the overall time and effort required by over 90%.



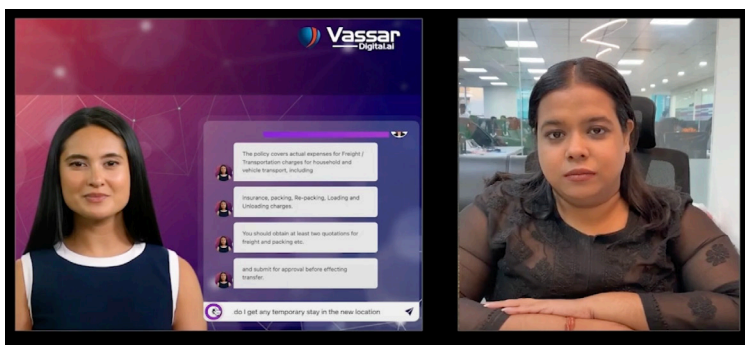
**Human Interaction:** Ask natural language questions for instant answers



**Get it right:** Refine queries to get right details and create custom charts



**Data Insight in blink:** Add charts to the dashboard; see updated info upon login



# HR Co-Pilot

[Watch the video](#)

## Problem Statement

Effectively managing a diverse workforce spread across multiple locations within complex socio-legal systems presents substantial challenges, particularly in the areas of employee onboarding and support provision.

## Solution

GenAI HR Co-Pilot, by learning from vast HR manuals, contracts, legal, and policy documents, provides a specialized solution to the complexities of managing a diverse workforce across multiple locations within intricate socio-legal systems. Leveraging advanced AI capabilities, it streamlines employee onboarding processes, delivers personalized support, and ensures compliance, thereby enhancing overall efficiency in workforce management



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