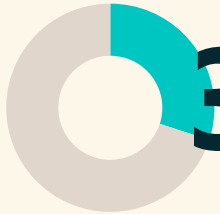
Productivity

Version 1 is a globally trusted IT services company **specialising in AI led transformation.**

We combine our own IP with a best in-class ecosystem of partners to **deliver value add productivity outcomes** for our customers.

40%

"AI has the potential to increase **business productivity** by 40%." - Accenture



30%

"AI driven productivity can achieve **cost savings** of up to 30%." - McKinsey

VERSION 1

Challenge to achieve objectives

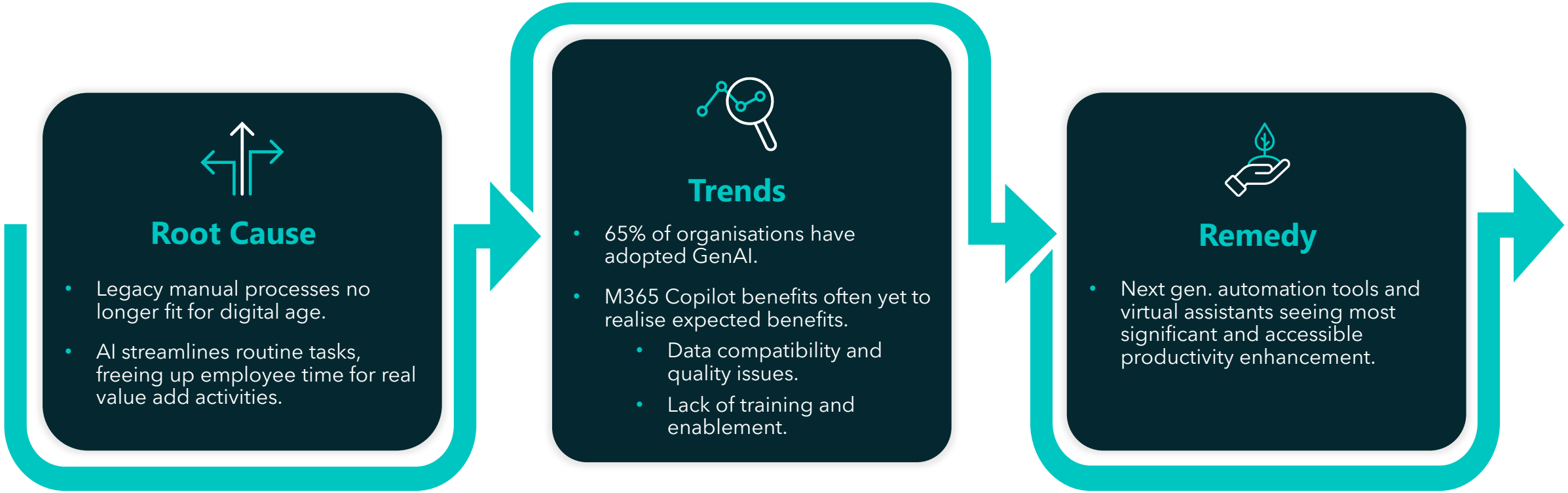
Manual data entry and retrieval is **limiting productivity** and time for value-added tasks, **prone to errors and data gaps**, limiting analysis and leading to **suboptimal decision-making**.

Traditional communication channels and process are struggling to meet **growing customer expectations** for **immediate information** and support impacting satisfaction, retention and revenue.

This challenge is compounded by pressure to continually accomplish **"more with less"**.

VERSION 1

What is the market doing?



25% of digital workers are already using virtual employee assistants daily.

52% of organizations considered optical character recognition as a "must-have.

VERSION 1

Virtual Assistants

A virtual assistant is **designed for comprehensive personalised assistance** across a variety of tasks, leveraging AI to learn and adapt to users' needs. In contrast, a **chatbot** operates within narrow less complex domains offering scripted responses to specific queries.

Virtual assistants enable you to search, collate, simplify, summarize vast and numerous knowledge articles to requests and preferences using **Retrieval Augmented Generation (RAG).**

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Virtual Assistants further enhanced by:

Contextualisation

Smart search

Language translation

Accessibility & Personalisation

Internally, virtual assistants can retrieve information from databases, documents and the internet in response to user queries.

Externally, virtual assistants can provide 24/7 customer support through website, apps, social media, telephony etc.

How does this differ to Copilot?

Copilot will query all data it has access too, whilst a Virtual Assistant is tailored to user preferences, specific knowledge sources, alongside role-based access improving the effectiveness and efficiency of answers.

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Knowledge retrieval & reporting user journey:
Harry today...

Manual processes
Harry manually enters data into ERP and CRM systems from incoming reports attached to emails – taking time away from other tasks, occasionally missing emails and incorrectly entering information.

Time consuming
Harry receives ad hoc requests for specific queries and reports summarizing a variety of operational and financial metrics from these systems for the wider business.

Data challenges
The ERP system is outdated and difficult to navigate, whilst the CRM system contains many unstructured data fields making it time consuming and complicated to extract relevant data.

Sub-optimal decisions
Reporting can therefore take days rather than hours, this and data inconsistencies lead to sub optimal decisions impacting business performance resulting in reduced competitiveness and profitability.

Knowledge retrieval & reporting user journey:
Harry tomorrow...

Self-service access
For simply request users can use the Virtual Assistant to directly query the ERP and CRM knowledge bases providing them easy access to the latest accurate information, freeing up Harry's time.

Improved decision making
Harry is then able to double check the report before sharing it to provide decision makers with accurate real time insight to drive better decision making throughout the organisation.

Improved data quality
Reports are automatically digitalised into the ERP and CRM systems through AI driven OCR resulting in a significant improvement in data quality.

Real time insight
For more complex reporting (potentially containing sensitive information) Harry is able to quickly extract the relevant information from both systems in a summarised format within minutes using the Virtual Assistant.

Customer experience journey: Sally today...

Long wait times
When Sally has an issue with the service, she calls the helpline for support often waiting over an hour for someone to answer the phone and her query.

Lack of guidance
Sally becomes increasingly frustrated not only at the wait time and the time taken to resolve her issue but the lack of clear and concise guidance.

Poor processes
Sally often has to repeat information she has already provided when put through to multiple customer service agents with varying degrees of knowledge, experience and competence.

Reputational damage
Sally loses trust in the organisation deciding not to use their services again after this experience.

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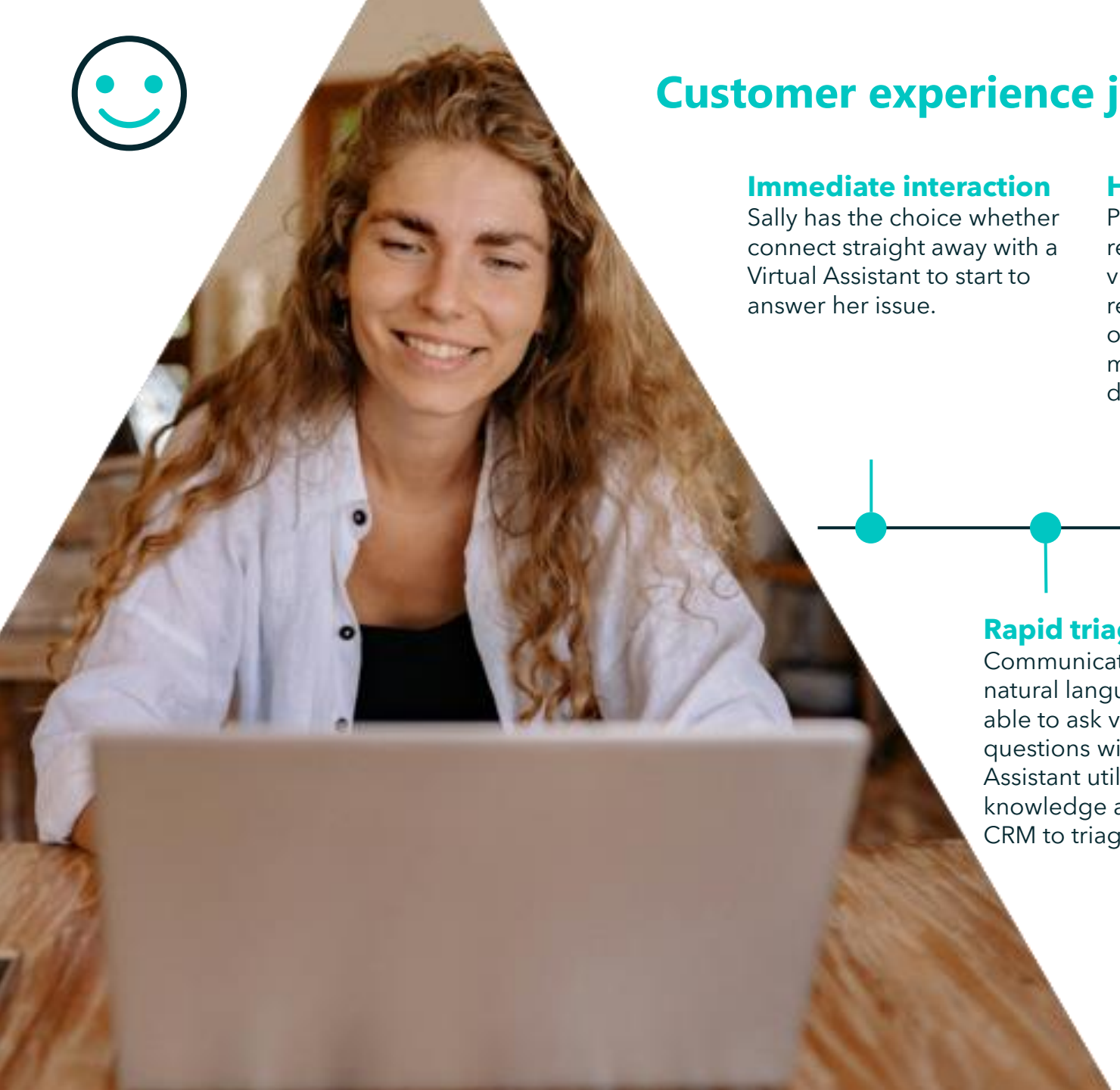


Customer experience journey: Sally tomorrow...

Immediate interaction
Sally has the choice whether connect straight away with a Virtual Assistant to start to answer her issue.

Hyper-personalised
Provides a hyper-personalised response whether Sally be vulnerable or neurodiverse requiring additional assistance or benefit from a tailored message based on wider KYC data.

Quicker resolution
The human agent is available to immediately deal with this as a large percentage of queries are now being successfully dealt with by the Virtual Assistant, similarly human agents are now better informed to resolve issues quicker and more accurately.

Rapid triage
Communicating through natural language Sally is able to ask various questions with the Virtual Assistant utilising standard knowledge articles and CRM to triage the issue.

Seamless transfer
If Sally decides the responses are insufficient she can be rapidly transferred to a human agent who will also be provided with the information already covered and recommendations on how to triage and resolve this further with her.

Trust
Sally is highly satisfied with the experience and impressed by the organisation and decides to use their services again.

VERSION 1

Why Version 1? - Capability

Our People

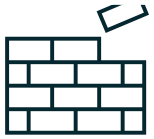
30+
AI specialists

170+
Data specialists

400+
Employees using AI

99%
Employees trained in AI

Our Methodology



Right solution for the right problem
No unnecessary gold plating

AI Labs benefit from best practices and emerging trends in AI

People First
Looks beyond the technology, putting people and processes at the centre to bring the wider organisation along the journey.

Our Technology

AI Accelerators
Foundational modules developed by Version 1 that can be re-used and tailored to your project requirements to fast track your delivery

40+
In the last 12 months we have delivered **40+ AI prototypes and 20 GenAI production solutions** to over 30 clients

CIO & IT LEADERS AWARDS 2024

Exceptional AI Project of the Year Winner

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Customers AI Journey

I need to balance tactical quick wins delivering tangible early benefits with a larger strategic AI transformation

Tactical Co-Creation

Use Case Workshop

- Identify use cases delivering business goals
- Value-driven prioritisation
- Solution vision, PoC req. and success criteria
- Projected technical and commercial viability

Assess and prioritise

Innovation Hypersprints

- Develop PoC to validate technical viability via short, Agile, feedback
- Measure KPIs and user testing results
- Confirm viability against success criteria

Deliver measurable value

Strategic Foundations

AI and Data Maturity Assessment

Evaluation and advisory assessing AI:

- Data Infrastructure
- Operational Model
- Talent and Skills
- Strategic AI Roadmap

AI Ethics and Governance

- Govern – instil AI risk management culture
- Map – context and risks identified and tracked
- Measure – risk impact
- Manage – mitigation plan actioned

AI Factory and Landing Zone

- Evaluate use cases and challenges proposed by the wider organisation
- Cloud environment designed for efficient, secure AI deployment and management

Identify where and how can ethically and effectively leverage AI

Version 1's value centric methodology looks beyond the technology, putting people and processes at the centre to bringing the wider organisation along the journey with you.

VERSION 1

VERSION 1

The Version 1 Enterprise Virtual Assistant

Powered by Microsoft Azure

What Is The Version 1 Enterprise Virtual Assistant?

Virtual Assistant

- A web-based virtual assistant, utilising your own data for personalised interactions.
- Comes with a comprehensive chat history feature, keeping track of all interactions for future reference.
- Integrates with existing systems and data sources.

Enterprise-Ready

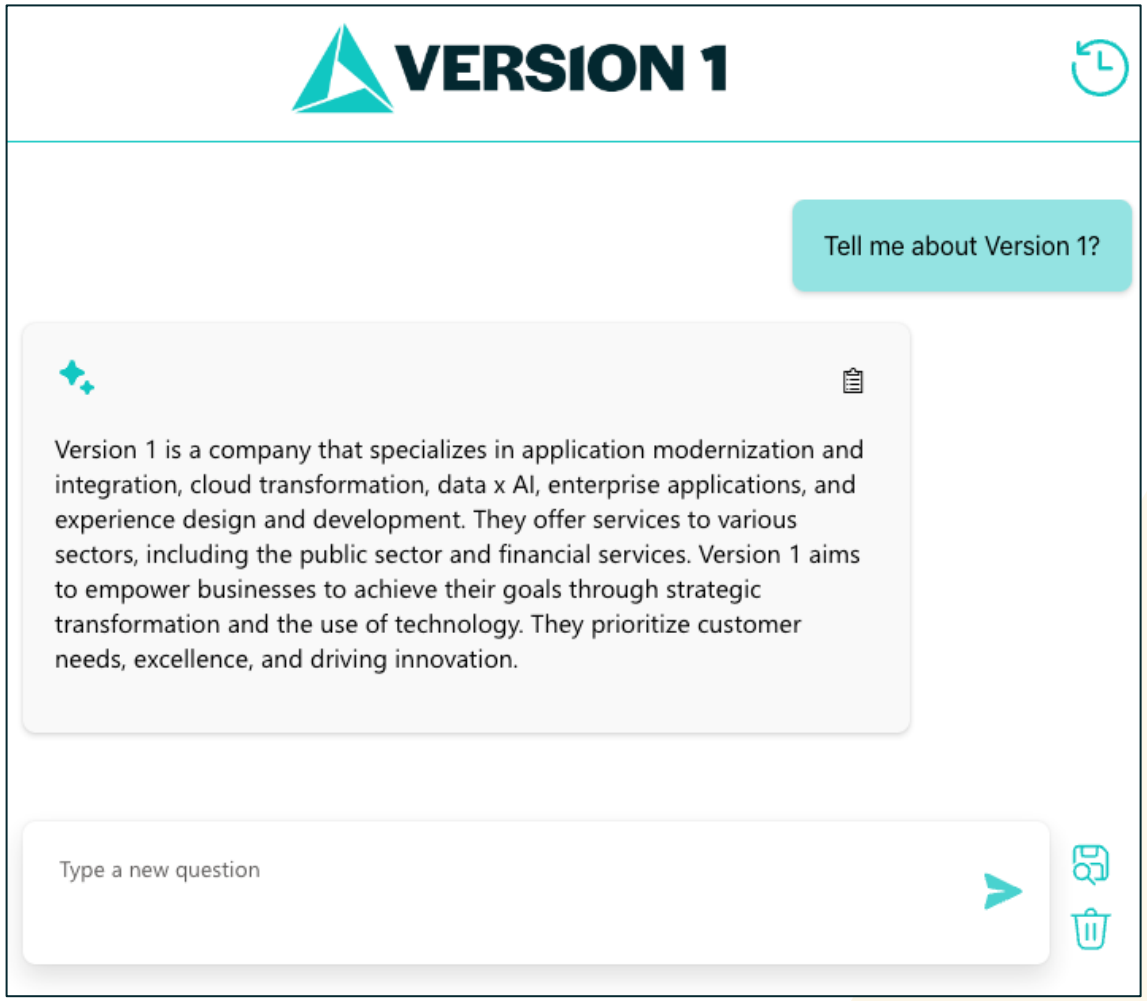
- Capable of handling demanding enterprise workloads.
- Scalable, resilient, and secure by design.
- Built-in development and production environments, out of the box.
- Backed by Version 1's Azure Managed Service (optional).

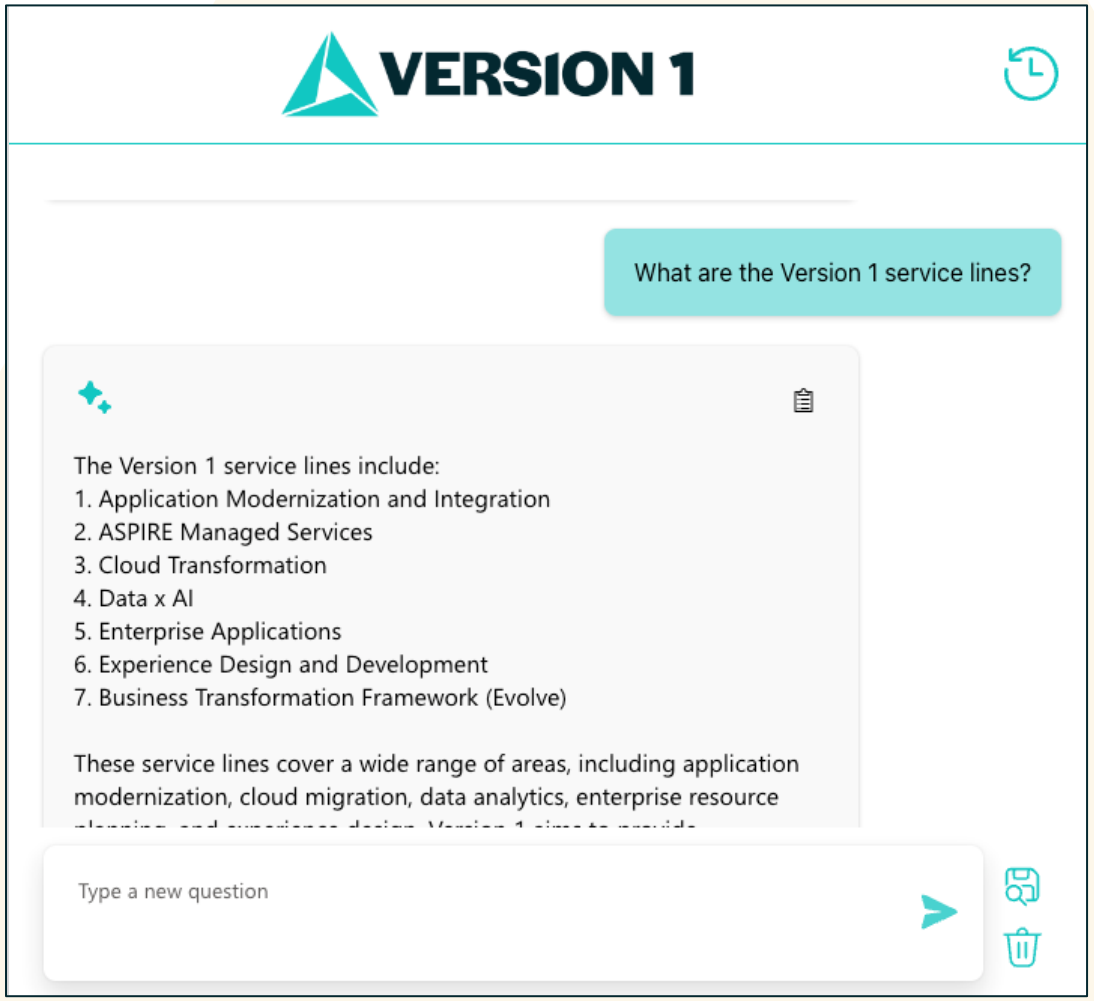
The Best of Azure

- Powered by Azure OpenAI Service and Azure AI Search.
- Features Azure Entra ID-based authentication and role-based access control.
- Deployed with Version 1's AI-Enabled Azure Landing Zone.
- Aligned to the Microsoft Cloud Adoption Framework.

VERSION 1

The Version 1 Enterprise Virtual Assistant – Take A Look





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The Best of Microsoft Azure

Enhance your enterprise operations with cutting-edge AI, scalable infrastructure, robust data management, and top-tier security.

- **Leverage Cutting-Edge AI**: Our Enterprise Virtual Assistant uses GPT-4 via Azure OpenAI Service and Azure AI Search.
- **Scalable Cloud Solutions**: Utilise Azure Kubernetes Service (AKS) for efficient enterprise-level workloads.
- **Robust Data Management**: Seamless operations with Cosmos DB's globally distributed, multi-model database services.
- **Secure and Compliant:** Azure's security features and Version 1's AI-Enabled Azure Landing Zone ensure data protection and regulatory compliance.

AI Enabled Azure Landing Zone

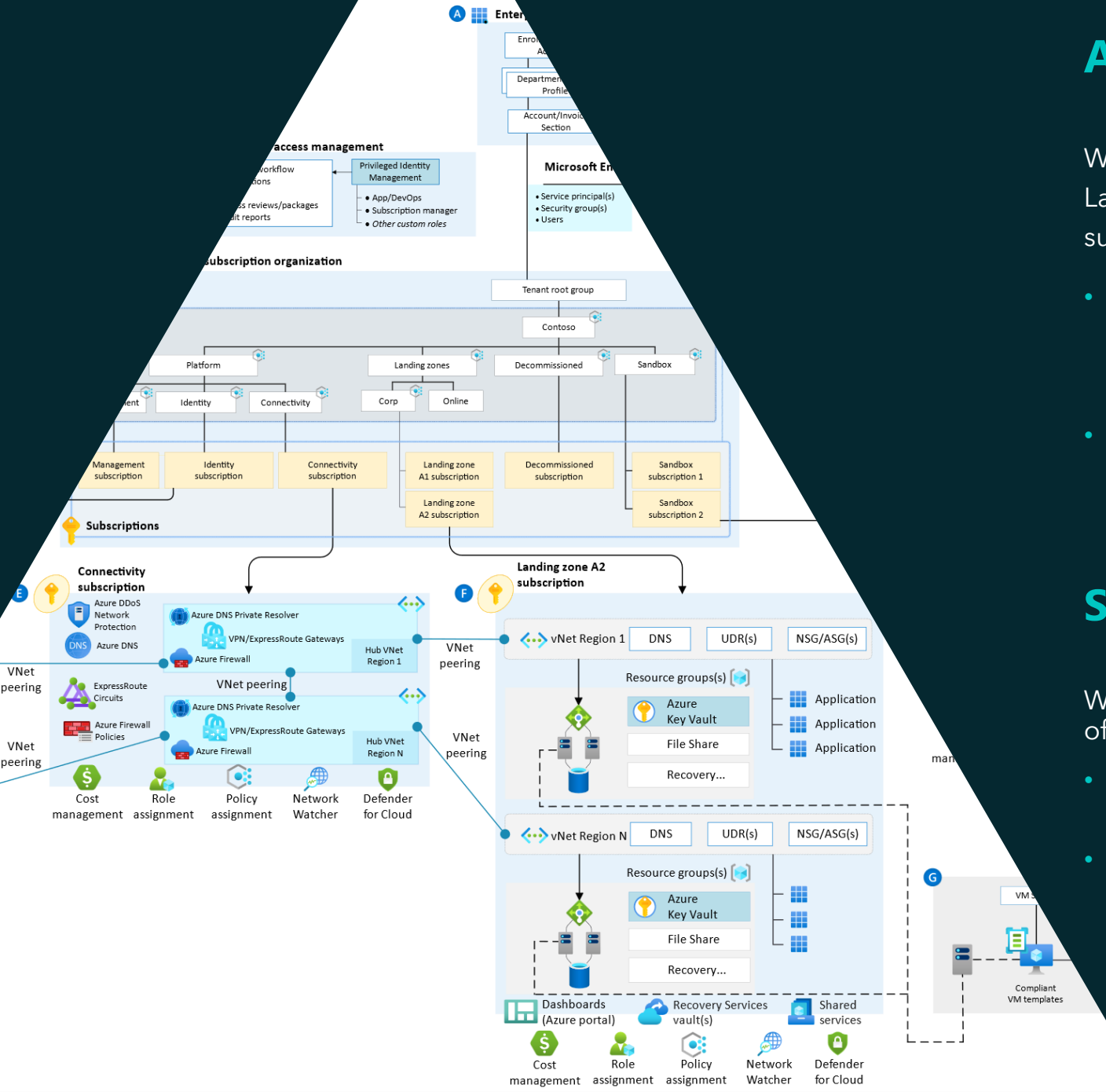
With our Enterprise AI Virtual Assistant, Version 1's AI Enabled Azure Landing Zone offers a tailor-made design and delivery accelerator, supported by our Azure Managed Services.

- **Best Practice Platform**: Migrate workloads and develop new applications within a well-governed, secure, resilient, and scalable Azure environment.
- **Aligned with CAF**: Our services are designed to align with the Microsoft Cloud Adoption Framework (CAF).

Streamlined DevOps Deployment

We utilise Terraform and Azure DevOps to automate the deployment of our Azure Landing Zone, ensuring efficiency and consistency.

- **Efficient Automation**: Automate complex deployment processes to save time and reduce errors.
- **Consistent and Repeatable**: Ensure consistent, repeatable deployments across your Azure environment.



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The Benefits

Leverage our web-based Virtual Assistant to enhance personalized interactions using your own data. With integration options, robust security, and enterprise-grade scalability, it ensures efficient, secure, and innovative solutions for your business needs, such as:

Time to Value

Rapid deployment and immediate efficiency gains.

Increasing Adoption

Promote widespread AI adoption with a seamless, intuitive experience.

Enterprise-Grade

Reliable, scalable solution for demanding environments.

Cutting-Edge

Leverage the latest Azure AI advancements for innovation.

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Project Delivery

Implementation

The automated platform deployment will be executed, tailoring the app to your needs and integrating with your data.

Review

We will work with you to review the deployment and run a Microsoft Well Architected Assessment to demonstrate best practice alignment.

Discovery

Our team will run a workshop to determine your requirements, producing a high-level design.

Testing

Functional and non-functional testing will be conducted against our agreed requirements.

Knowledge Transfer

Documentation and a knowledge transfer session will be provided.

Approximately 50 Days of Manual Work Reduced to 11 Thanks to Automation

VERSION 1

AI Enabled Azure Landing Zone

An AI enabled Azure Landing Zone is a designated environment within a cloud platform specifically designed to facilitate the deployment, management, and operation of AI workloads. It includes the necessary infrastructure, tools, and services to support AI projects from development to production.

Case Study: Major UK Government Department

Challenge

Major UK Government Department aimed to explore Artificial Intelligence (AI) within the Azure ecosystem. Microsoft collaborated with Version 1 to create an AI Landing Zone, completed in three weeks, to drive innovation and agility.

Solution

Version 1 Azure DevOps team developed a secure, best-practice Azure environment using Infrastructure as code (Terraform) and continuous integration/continuous deployment (CI/CD) pipelines. Key features included:

- Role-based access control (RBAC) and deny-by-default network controls.
- Simplified, extensible Infrastructure as code, allowing easy addition of new services without deep Terraform expertise.
- Deployment pipelines with an added approval layer.
- Policies and guardrails for correct region deployment and naming conventions.
- Terraform modules supported AI, data analytics, compute, database, and monitoring services, ensuring flexibility, best practices, and security.

Version 1 also created a ChatGPT-like service using GPT-3.5 Turbo, demonstrating a potential AI use case. This service enabled UK Government Department to interact with their data and receive contextually relevant responses, backed by enterprise data and providing citations.

Benefit

The AI Landing Zone helps UK Government Department maintain data privacy and security while boosting operational efficiency. Version 1's demonstration allowed their Innovation team to understand and utilize the Azure AI Landing Zone effectively, with plans for wider rollout. This solution accelerates UK Government Department's ability to leverage Azure AI services, facilitating rapid, secure innovation.

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Thank You

For more information,

please visit version1.com/data-ai/