

CASE STUDY

Modernizing Customer Experience and Streamlining Operations with Gen AI






About the Client

A leading managed services provider, offering varied services of managing IT security for small and medium businesses.

The Background

The client's main challenge was the long time spent on operations such as searches, troubleshooting, assessments, and upgrades. These tasks are often cumbersome and require navigating multiple products and complex workflows. Their need was to enable quicker decision-making, ensure compliance, and provide a faster troubleshooting experience.

<h3>Cybage </h3> <ul style="list-style-type: none"> Identified a strategic opportunity to conceptualize an integrated solution addressing customer support and technical troubleshooting challenges Developed a Generative AI-powered Assistant that offers real-time updates to natural language queries, comprehensive monitoring, and enhancing reliability 	<h3>Business Impact </h3> <ul style="list-style-type: none"> Quick and summarized responses from the chatbot streamline user inquiries, saving time and increasing efficiency Received accurate responses to natural language queries and streamlined daily activities with a "human in the loop" mechanism Enabled efficient troubleshooting by quickly identifying and resolving issues, reducing downtime, and minimizing disruptions Ensured adherence to all necessary compliance and security measures Achieved improving decision-making as information across multiple assets is available in a consolidated format
<h3>Our Solutions </h3> <ul style="list-style-type: none"> Created a bespoke Gen AI assistant that uses function calling to perform contextual actions and extract insights from structured data Enabled natural language-based queries to enhance the device experience and security operations Crafted an intuitive user experience (UX) for end-users to seamlessly engage with the Gen AI Assistant 	

Tech Stack

Language and Development

Build and Deployment


Monitoring


Databases


LLM


Experience intuitive, intelligent, and engaging interactions. Modernize with the power of Gen AI for exceptional user engagement!

Cybage Hi-Tech & Software


Greenfield Development


Experience Modernization


Technology Transformation


Platform Consolidation