Winning for clients with GenAI on Google Cloud Platform

Short success stories that highlight how we helped businesses transform with Google Cloud Platform (GCP) using our GenAI accelerators

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Brillio: A partner of choice for enterprise transformation

GCP offers GenAI capabilities that enable your business to create and deploy advanced AI models in your digital transformation initiatives. Leverage our cloud and AI expertise around GCP's GenAI offerings to accelerate innovation and enhance your products and services. We deliver next-gen enterprise cloud-native solutions that work for modern businesses. Leverage our automation, analytics and AI capabilities, cross-domain functional expertise, deep technical experience, and cloud technologies to drive your digital initiatives.

Client wins

A snapshot of how we helped our customers implement GenAI solutions on GCP

1. Multinational technology corporation builds centralized application for LLM development.

Client challenge

The client's LLM development process urgently needed standardization. While building the LLM applications, there were a few persona-specific issues, and there were other release management issues after the LLM models were developed.

Business context

We implemented a centralized application for seamless LLM development and deployment that targeted multiple personas such as citizen data scientists, data scientists, and business stakeholders.

Solution features

- Low-code/no-code solutions that used templatized code
- Pipeline standardization and code for prompt engineering and fine-tuning
- LLM model deployment integration in existing LLM gateway applications using Azure OpenAI
- Our accelerators in LLM and LLMOps templatized the pipeline and code for a prompt engineer

Outcome

We enhanced the client's LLM platform with a one-stop solution for all activities related to building (fine-tuning), deploying, and maintaining open or closed-source large language models.

Impact

- **Faster** onboarding of model experiments

- **Increased** enablement of teams by implementing an intuitive user interface

- **Enhanced** access management and scalability

2. US Fortune 500 pharmaceutical enterprise develops an AI-powered engine to translate clinical documents from different languages.

Client challenge

The client, known for its biological and pharmaceutical research, wanted to reduce the time it took to translate important clinical research documents from different languages.

Business context

The client's research and development department spent a lot of time translating clinical research documents from different languages, such as French, Chinese, and many more. They wanted a seamless translation engine that preserved the documents' structure and formats and handled large files.

Solution features

- Document structure preservation
- Easy extraction of medical entities from the documents
- Multilingual document search features

Outcome

We helped the client build a robust translation engine that converted these documents from different languages into English and provided the search engine to query all the relevant content from the translated documents.

Impact

- **200+** translated clinical documents
- **95%** reduced time in content search
- **90-95%** improved translation accuracy

3. British enterprise software leader for AI and ML adopts a GenAI-powered solution to craft detailed financial reports.

Client challenge
The client, a market leader in AI, wanted to create accurate reports quickly by scrutinizing financial data. Some of the challenges in this endeavor included improving the accuracy of financial calculations, integrating time-constraint features, and conducting robust LLM testing.

Business context
The enterprise and AI software major wished to craft detailed financial assessments, highlighting key strengths and weaknesses that could equip leaders with precise insights.

Solution features
- Fully automated data quality checks: Robust input validation and quality response
- Caching mechanism: Lower Azure OpenAI costs, better LLM load management, and reduced latency
- Rate limit: Subscription model business opportunity and load optimization with controlled usage
- IAC with CI/CD: Seamless, reproducible deployments with a consistent and reliable SDLC

Outcome
We helped the client build the GenAI-powered summarization tool and deployed an API-based system within Azure's web app infrastructure.

Impact
- **150** businesses reached
- **12-2 second** latency rate
- **One-stop shop** for platform management and enhancements

4. Global human capital management software company builds interactive GPT-powered GenAI chatbot.

Client challenge

The client, a global leader in human capital management, faced multiple challenges in acquiring accurate information about issues raised and company policies from a large volume of documents and the right source of these documents.

Business context

The client has several ServiceNow and HR SharePoint documents that serve as an important source of information. However, users often found it difficult to extract relevant information from the ServiceNow and SharePoint knowledge bases.

Solution features

- Easy access
- Focused user authorization
- Conversational capabilities

Outcome

We helped the client build the GenAI-powered summarization tool and deployed an API-based system within Azure's web app infrastructure. It empowered users to leverage an intelligent search capability and extract relevant information seamlessly.

Impact

- **25+** business users reached

- **Less than 5 seconds** latency rate

- **Significant reduction** in resolution time

5. A US managed healthcare and insurance company builds a GenAI-powered search engine solution.

Impact

- **30%** improvement in operational efficiency

- **10%** reduction in claim settlement time

- **25%** savings in penalties

Client challenge

The client, a US managed healthcare and insurance company, wanted to create and scale a document search engine that could handle over 50,000 documents responsively and capture contextual information efficiently.

Business context

The client sought a GenAI-powered search engine solution that could automate the manual retrieval of information from its customer benefits reports.

Solution features

- AI-powered indexing
- Serverless architecture
- Scalability
- In-memory capabilities

Outcome

We helped the client build the GenAI solution to understand human queries and provide coherent responses by analyzing information in the reports. This endeavor helped the client improve their operational efficiency by 30%.

6. A North American building materials industry leader adopts an intelligent GenAI search solution.

Client challenge
The client, a building materials major, had several pertinent questions around its sales and inventory data that encompassed ambiguous entities with multiple intent and other filters conditional to specific business functions. The client wanted to build a single source of truth for branch managers and sales representatives, ensuring robust role-level security and near real-time insights.

Business context
The client wished to leverage GenAI to improve decision-making, information analysis, and summarization. We facilitated a comprehensive discovery phase to identify the right use cases and ensure a thorough understanding of the schema and data mappings.

Solution features
We developed the MS Teams bot using the Azure Bot service to streamline user queries. Additionally, we crafted an NLP tool that leveraged Azure OpenAI, employing a text-to-SQL-to-text approach. Other solution highlights included:
- Structured and enhanced readability of bot response in natural language with a description table, data, summaries, and graphs
- Chain of thought prompting to handle complex and multiple intents
- Conversation memory to reconstruct queries and identify which users were following up

Outcome
We helped the client significantly improve the query accuracy and user experience with meticulous prompt engineering. It optimized the conversion of natural language text to SQL queries and back to natural language seamlessly.

Impact
- **Seamless** data extraction and structured data summarization based on user intent
- **Improved** information retrieval and speed to insights
- **Near real-time** responses to business queries

Deliver next-gen enterprise cloud-native solutions for modern businesses with GCP powered by GenAI. Combine cross-domain functional expertise, deep technical experience, and robust cloud technologies to build a strong foundation for your digital initiatives. Our expertise spans data analytics specialization, Vertex AI, VM migration, Google Cloud Analytics, data warehouse modernization, and more. Our point solutions include GCP assessment and strategy formulation, workload migrations to the cloud, data engineering modernization, and many more to give your business the competitive edge it deserves to thrive in a fast-moving digital landscape.

ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 17 locations across the U.S., the UK, Romania, Canada, Mexico and India, our growing global workforce of nearly 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work in 2021, 2022 and 2023.

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