Implement GenAI LLMs with ease on Google Cloud Platform

Brillio's GenAI use cases for Google Cloud Platform (GCP) simplifies the building and deploying of LLM models for enterprises

brillio

Scalable, secure AI solutions that transform enterprises

Bridge the gap between your envisioned and current states, and craft a long-term, robust roadmap using our holistic digital index-driven approach, paving the way for successful GCP cloud implementations. Our cross-domain functional expertise, backed by deep technical experience and cloud technology capabilities, will help you establish a strong foundation for all your digital initiatives.

Generative AI on GCP can modernize your enterprise's operations and help you achieve your business goals. Utilize GCP's scalable infrastructure to seamlessly handle large-scale data processing and complex model training. Furthermore, with GCP's robust security features, our solutions ensure stringent data privacy and compliance, driving high-performance computing and accelerated deployment. GCP offers cost-effective pricing for its GenAI models that can streamline AI adoption to further enterprise productivity and performance.

GenAI in GCP use cases

Achieving excellence that can fuel long-term enterprise success with our GenAI accelerators

Integration of ChatGPT with Power BI

Challenge

Any reports generated based on established KPIs are often done manually using business analysis—a process that might not be ideal for its intended users and business intelligence teams. The data or business intelligence team may need to generate ad-hoc report requests for various personas. This method of report generation is challenging to scale and implement long-term. Current processes enable access to all users. However, they can be consolidated further with better access management, restricting data access only to the intended users and providing them with the necessary data insights.

Solution

Self-service is the solution to improve process efficiencies. If we integrate ChatGPT with Power BI, wherein the user has a conversational bot, this can cater to various user queries, eliminating the need to contact the business intelligence team to create new reports. The integration will increase users' speed of access to information.

Expected outcome

The integration combines Power BI's data visualization tools and ChatGPT's language processing capabilities to enable users to interact with data through natural language queries. It allows users to input questions or data requests using natural language through a chatbot interface powered by ChatGPT. The chatbot processes user requests by retrieving the relevant data from Power BI.

- **Refined** self-service reporting
- **Improved** efficiency
- **Enhanced** access control
- **Real-time** business insights

Telemetry using ChatGPT

Challenge

End consumers often cite multiple problems that an agent may find cumbersome to solve by crunching data for a personalized solution. Multiple user personas in these conversations expect a prompt solution—a challenge ChatGPT can solve quickly by generating probable solutions. Customer conversations with a chatbot or a live agent are often multi-pronged problem statements. Some of these issues are common among users, so repeating similar responses may not be efficient or ideal.

Solution

The solution uses ChatGPT to find the most feasible solutions and summarize them to an agent who needs to solve multiple customer problems, improve responses, and derive business insights for root cause and impact analysis.

Expected outcome

The agent or customer service executive feeds the problem details into the built application, which extracts information from the lookup table. Once the serial number is matched, a decision tree helps narrow down a list of feasible solutions. These solutions are fed into ChatGPT for the agent, who then uses their intelligence to convey the best solution to the customer. The solution selections are used as a feedback loop, and ML training is also done on the lookup tables.

- **Feasible** solution generation
- **Improved** customer satisfaction
- **Faster** business insights generation

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Real-time sentiment analysis

Challenge

When interacting with customers globally, language barriers may lead to the misinterpretation of specific words or phrases. There can also be a perceived gap in accurately interpreting a customer's tone and expectations. GPT's paraphrasing option will be very useful in steering the conversation toward satisfactory closure.

Solution

ChatGPT is integrated with the chatbot to provide real-time response sentiment analysis. It will also offer recommendations on spell checks, grammar corrections for that language, and response framing to meet customer needs. The integration also enables paraphrasing to help the agent whenever the conversation demands it. All response data generated is shared by the agent for AI model retraining (like a feedback loop). However, the response will be a reference for the live agent, and the final discretion on whether to use it lies solely with the agent.

Expected outcome

ChatGPT integration with a live chat feature unifies ChatGPT's analytical capabilities to interpret and resonate with human emotion via a live agent. It enables real-time statement analysis to frame positive responses that drive improved customer satisfaction, leading to long-term brand loyalty. It provides options to paraphrase statements whenever a customer's emotions are high to bring the conversation back to expected satisfaction levels.

- **Real-time** sentiment analysis

- **Improved** customer satisfaction

- **Seamless** communication despite language differences

Centralized application for seamless LLM development

Challenge

Enterprises need a centralized LLM platform for all activities related to building, fine-tuning, deploying, and maintaining their LLMs.

Solution

A centralized application for seamless LLM development and deployment to target multiple personas, such as citizen data scientists, data scientists, and business stakeholders. The solution serves as a comprehensive platform that streamlines the process of building, testing, and deploying LLMs. It provides a one-stop solution for developers and a single source of truth for business executives and sponsors.

It's a one-stop solution that builds or fine-tunes, deploys, and maintains open or closed-source LLMs. The solution includes the following:

- Low-code/no-code solutions
- Prompt engineering template
- Visualization
- Monitoring
- Cost analysis
- Governance

Expected Outcome

Our data science experts and LLM and LLMOps accelerators can templatize the pipeline and code for a prompt engineer. They can also fine-tune LLM model deployment integration in existing LLM gateway applications using open-source models and Azure OpenAI models.

- **Faster** onboarding and offboarding of models or experiments

- **User-friendly, intuitive** experience with minimal coding or technical skills

- **Robust** access management and platform scalability

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.

Connect with us for a readiness assessment.

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 disruption into a competitive advantage 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 has been certified by Great Place to Work since 2021.

https://www.brillio.com/
Contact Us: info@brillio.com

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