Persistent

Re(AI)magining™ the World

Success Stories Transforming Industries

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Healthcare and Life Sciences

Leveraging GenAI to Revolutionize Diabetes Drug Discovery

GenAI Hub

The client is Denmark's largest pharmaceutical company, known for manufacturing and marketing pharmaceutical products, specifically diabetes care medications and devices.

Background

We were the first partner to showcase a GenAI platform for biomedical insights, leading to a successful engagement, demonstrating platform-building capabilities using GenAI-enabled knowledge graphs. The client was facing the challenge of identifying and stratifying preclinical and clinical data related to type-2 diabetes and obesity and addressing biological questions about the cause-and-effect relationship of genes associated with these diseases. To integrate complex and large biomedical databases, the client planned to develop a comprehensive knowledge base.

Deal Scope

The project aims to provide solutions for the client's scientists, including biologists, pharmacologists, and data scientists, using GenAI-enabled Knowledge Graphs to support preclinical drug discovery for their Diabetes R&D program.

Project Involves

- **Developing a Comprehensive Knowledgebase**: Integrating 8-10 complex biomedical databases from external public datasets.
- **GenAI-Enabled Interactive Knowledge Graphs (KGs)**: These graphs facilitate the discovery of biomedical relationships and networks, enabling answers to complex queries. In this project, KGs will unveil complex relationships between biomedical entities, providing actionable insights for preclinical drug discovery. Scientists, such as biologists and pharmacologists, can query the KGs through a GenAI Q&A platform using a Retrieval-Augmented Generation (RAG) controlled virtual assistant.

Expected Benefits

- Creation of a single source of truth across dispersed public and proprietary data sources.
- Reutilization of proprietary and public research data assets.
- Efficient automated workflows with up to 65% cost savings.

Uniqueness

- **End-to-End Ownership**: Persistent managed the project from concept to completion, leveraging Knowledge Graphs to deliver actionable drug discovery insights.
- **Distinctive Offering**: The proactive approach provided a unique solution with no direct competition.

Why We Won?

Differentiating Accelerators: Leveraged tools such as the playground, GenAI Hub to deliver scalable, impactful solutions and showcased neo4j capabilities through OmniKG and domain expertise.

GenAI Hub | Azure OpenAI | GPT 3.5 model | Airflow | Neo4j KG | React.JS

Enhancing Product Mapping and Customer Experience with GenAI

GenAI Hub

The client is an American supplier of analytical instruments, life sciences solutions, specialty diagnostics, and pharmaceutical and biotechnology services, the client provides a wide range of clinical development and analytical services that drive innovation and enhance drug development productivity. Their tailored solutions help pharma, biotech, medical devices, and government organizations accelerate promising medicines from early development to regulatory approval and market access.

Background

The client's sales analysts used a manual process to match internally available product options with customer queries from various web platforms, leading to inefficiencies and errors. To improve accuracy and reduce manual overhead, the client planned to develop a GenAI-powered solution.

Deal Scope

Persistent is developing a GenAI-based recommendation engine to intelligently map customer queries to the appropriate internal products and offerings. The solution also includes an image-upload feature that allows customers to receive product matches directly via mobile, improving accessibility and convenience. Future enhancements will include voice-based search capabilities to further simplify the process. The first MVP of the project was completed in October, with MVP2 and MVP3 phases scheduled for early 2025.

GenAI Hub | Azure LLMs | Java | Angular | Python | GraphQL

Expected Benefits

- The GenAI recommendation engine is expected to generate over $10 million in additional revenue annually by improving cross-referencing.
- Achieve over 90% accuracy in product recommendations, ensuring precision and high customer satisfaction.
- Estimated annual cost savings of $0.5 million by reducing sales agent workload by half.

Uniqueness

- **Domain Expertise**: Persistent's extensive experience and prior engagements in the domain were critical in securing the project.
- **GenAI Excellence**: Delivered a strong showcase of advanced GenAI capabilities through GenAI Hub and our accelerators where the recommendations are from thousands of products in the portfolio.

Why We Won?

- **GenAI Expertise**: Positioned as GenAI experts, delivering innovative solutions to the client's unique challenges.
- **Customer-Centric Approach**: Demonstrated flexibility by swiftly implementing a PoC as an investment at no cost to the customer.

Transforming Cloud Compliance with GenAI-Driven Conversational Intelligence

GenAI Hub

The client specializes in cloud security and compliance for healthcare. Key services include Cloud Security Posture Management (CSPM) and Managed Detection and Response (MDR).

Background

The client's existing SaaS platform provides detailed service reports to customers, but due to the vast amount of data, customers struggle to dive into specifics. To improve user experience, the client aimed to introduce a chat interface, allowing users to easily access information through conversational queries.

Deal Scope

Persistent is developing a GenAI-based solution that converts natural language queries into GraphQL queries, executes them, and visualizes the results. The solution includes:

- **Prompt Engineering:** Utilize training data for fine-tuned query generation.
- **UI for Interaction:** Users can generate, edit, save, and share queries, with a user-friendly interface for displaying results.
- **Azure AD Integration**: Single Sign-On for secure access.

Success Criteria

Achieve 80% reliability for successful query execution, with accuracy measured through a five-star rating system.

Expected Benefits

- Improved user experience by automating natural language queries to GraphQL, ensuring 80%+ reliability in fetching insights from vast data sets.
- Enhanced collaboration through the ability to edit, save, and share queries.
- Increased accuracy via real-time feedback with a five-star rating system.
- Secure and seamless access through Azure AD integration.
- Scalable, containerized solution ready for deployment to enhance operational efficiency.

Uniqueness

- **GenAI Expertise**: Positioned as GenAI experts, delivering innovative solutions to challenges the client could not solve independently.
- **Tailored Problem-Solving**: Crafted customized solutions that addressed specific challenges in cloud security and healthcare data compliance.

Why We Won?

Healthcare Focus: Demonstrated a deep understanding of healthcare cloud security and compliance, enabling us to deliver a solution uniquely tailored to the client's needs using the GenAI Hub platform.

GenAI Hub | Amazon Bedrock LLMs | Java | Angular | Python | GraphQL

Transforming Clinical Study Protocol Authoring with GenAI

GenAI Hub

The client is a leading provider of in vitro diagnostics, specializing in the development and commercialization of molecular diagnostic products, tests, platforms, and technologies.

Background

The client's team of 70 medical writers manually drafted clinical study protocols using historical documents, web information, and other sources. This process was time-consuming, costly, and resource intensive. The client sought to optimize and automate this critical function.

Deal Scope

- **GenAI-Assisted Authoring**: Enabled the writing team to create documents and highly regulated content with GenAI support.
- **Enhanced Intra-Enterprise Research**: Provided intuitive access to summarized content via Google Docs and Microsoft Plugins.
- **Referenceable Citations**: Integrated citations from trusted sources such as PubMed and WHO for improved accuracy.

Expected Benefits

- **80% Faster**: Reduced the time required to write clinical study protocols.
- **40% Quality Improvement**: Enhanced research quality with credible citations.
- **60% Cost Savings**: Achieved significant reductions in total protocol creation costs.

Uniqueness

GenAI Expertise: Established ourselves as experts in GenAI, delivering innovative solutions tailored to the client's challenges.

Why We Won?

- **Prompt Engineering & Accelerators**: Differentiated through advanced prompt engineering capabilities and content generation tools customized to provided templates.
- **Healthcare Documentation Expertise**: Demonstrated deep knowledge of healthcare documentation and regulatory compliance.

GenAI Hub | GCP Vertex AI | Google PaLM2 LLM | Vertex Matching Engine | BigQuery

Streamlining Proposal Creation with GenAI for a Global Pharmaceutical Leader

GenAI Hub

The client is a leading multinational corporation specializing in pharmaceuticals, biotechnology, and medical technologies. Renowned for their innovative medicine and MedTech solutions, they focus on addressing complex diseases with precision treatments.

Background

The client's Technology Services team produced 10,000–12,000 Statements of Work (SOW) and proposal documents annually for 65 workgroups. This manual, time-intensive process required substantial effort and resources. To optimize efficiency, the client sought to develop a GenAI-based platform to:

- Automate responses by leveraging past knowledge sources and catalogs.
- Assist in estimating efforts and pricing for proposals and SOWs.

Deal Scope

Persistent implemented a Conversational AI-based recommendation engine to:

- Streamline the creation of proposals and SOWs by utilizing historical assets.
- Significantly enhance document generation efficiency and accuracy.

Following the successful deployment of the recommendation engine, the client is advancing to the Minimum Viable Product (MVP) stage to expand the platform's capabilities.

Expected Benefits

- **70–80% Reduction**: Decreased human touchpoints in document creation.
- **~90% Faster Responses**: Reduced response times for generating proposals and SOWs.
- **Unified Knowledge Base**: Established a single source of truth for dispersed technology assets, enabling informed decision-making.

Uniqueness

- **GenAI Expertise**: Demonstrated advanced capabilities in deploying GenAI for automation and knowledge management through the GenAI Hub platform.
- **Streamlined Document Processing**: Optimized processes with innovative document generation and content management tools.

Why We Won?

Differentiating Accelerators: Showcased tools like the Digital Assistant Framework, Playground, GenAI Hub, and Content Assist to deliver scalable, impactful solutions tailored to the client's needs.

GenAI Hub | Google Cloud Platform (GCP)

Modernizing Provider-Facing Applications with GenAI for a Leading Non-Profit Health Insurance Provider

GenAI Hub

The client is a leading US-based non-profit health insurance provider operating amongst the 10 largest Medicaid health plans and largest Medicare-Medicaid public plan in the country.

Background

The client sought to modernize its aging provider-facing applications, which were hindered by:

/ Outdated Microsoft Access architecture.

/ Poorly documented functionalities, leading to inefficiencies.

The project aimed to prioritize documentation of existing functionality as the first step toward modernization, enabling future growth and innovation.

Deal Scope

/ Leveraged Persistent GenAI accelerators, such as the **GenAI Hub**, to:

- Speed up the documentation process.
- Provide detailed insights into existing functionalities.
- Reduce effort required for front-end modernization.

/ Delivered actionable insights to help the client better understand key applications and lay the groundwork for innovation.

Expected Benefits

/ **30% Cost Reduction**: Lowered maintenance costs by improving documentation and application management.

/ **20% Faster Knowledge Synthesis**: Enabled automated and detailed documentation processes.

/ **Improved Productivity**: Enhanced inter-team communication and collaboration.

Uniqueness

/ **GenAI Expertise**: Demonstrated advanced capabilities in deploying GenAI for innovative solutions.

/ **Streamlined Knowledge Management**: Optimized document processing to improve understanding and usability of critical applications.

Why We Won?

Innovative Accelerators: Leveraged differentiating tools like the digital assistant framework, playground, and GenAI Hub to deliver scalable, efficient, and impactful solutions tailored to the client's specific requirements.

GenAI Hub | Power Apps | Azure OpenAI | Azure Cognitive Search | Azure Application Insights

Enhancing Customer Support Efficiency with GenAI for a Leading Healthcare Technology Provider

GenAI Hub

The client is a prominent US-based healthcare technology provider, delivering end-to-end digital solutions that connect health plans, providers, and patients.

Background

The client experienced a surge in incidents, particularly from Guiding Care customers, overwhelming their Customer Center teams and preventing them from addressing other critical issues. To enhance **Customer Satisfaction (CSAT)** and improve efficiency, the client sought a solution for intelligent triaging and case deflection.

Deal Scope

- **Case Deflection with GenAI**: Implemented a solution that allows users to resolve issues independently before escalating incidents.
- **Enhanced Search Screen**: Provided users with resolution steps from Madcap Central and Confluence through a default search interface.
- **Support Request Integration**: Integrated with JIRA UI, enabling users to raise support requests only if initial resolution steps are insufficient.
- **Technology Stack**: Leveraged Azure OpenAI models, including Embeddings and GPT models, for advanced query interpretation and resolution recommendations.

Expected Benefits

- **15% Reduction in Tickets**: Achieved through efficient case deflection mechanisms.
- **90% Faster Turnaround Times (TAT)**: Reduced wait times with better resource availability.
- **85% Efficiency Improvement**: Enhanced query interpretation accuracy and resolution.

Uniqueness

- **GenAI Expertise**: Delivered tailored, innovative solutions addressing client-specific challenges.
- **Knowledge Management:** Optimized document processing and information retrieval for seamless query handling.

Why We Won?

Differentiating Accelerators: Leveraged tools like the digital assistant framework, playground, and GenAI Hub to deliver tailored, scalable, and impactful solutions for the client.

GenAI Hub | Power Apps | Azure OpenAI | Azure Cognitive Search | Azure Application Insights

Transforming Healthcare Data Management and Communication for a Leading Clinical Solutions Provider

GenAI Hub

The client provides technology-enabled utilization review services and second opinions through their Clinical Solutions Platform.

Background

The client faced several challenges:

- **Manual Data Management**: Handling large volumes of medical data manually was inefficient and prone to errors.
- **Inefficient Communication**: Lack of a centralized platform hindered collaboration with clients.
- **Outdated Infrastructure**: Existing systems struggled to meet growing business demands.
- **Security Concerns**: Manual processes made it challenging to ensure compliance with sensitive patient data.

Deal Scope

- **Cloud-Based Data Management**: Implemented a cloud-native web application to streamline data storage and retrieval processes.
- **Centralized Communication Platform**: Enabled seamless interaction and collaboration with clients.
- **Infrastructure Modernization**: Leveraged Google Cloud's scalability and reliability to support future growth.
- **Enhanced Security**: Integrated robust security features using Google Cloud to protect sensitive patient data.

Expected Benefits

- **Increased Efficiency**: Accelerated sales velocity with streamlined processes.
- **Improved Communication**: Enhanced employee engagement leading to better collaboration and client satisfaction.
- **Modernized Operations**: Seamless interactions enabled efficient service delivery and operations.

Uniqueness

- **GenAI Expertise**: Delivered innovative solutions tailored to the client's specific challenges.
- **Tailored Problem-Solving**: Addressed unique needs in cloud-based healthcare data compliance and management.

Why We Won?

- **Differentiating Accelerators**: Showcased capabilities through tools like the digital assistant framework and playground.
- **Hackathon Success**: Demonstrated expertise and innovation during the client's hackathon, solidifying confidence in our approach.

GenAI Hub | Google Kubernetes Engine (GKE) Container Registry | Identity Platform | Cloud IAP

Transforming Drug Label Processing with GenAI

GenAI Hub

The client is a leading provider of drug and medical device databases, supports healthcare professionals in making informed decisions. With strong relationships with EMR vendors and pharmacies, they aim to enhance patient roles in e-prescribing workflows and offer analytics services to healthcare systems.

Background

The client sought a streamlined, automated, and accurate process to extract storage conditions from drug label images. These conditions needed classification into categories like Room Temperature, Refrigerate, or Frozen, addressing inefficiencies and inconsistencies in their existing manual process.

Deal Scope

- **Drug Label Processing**: Converted non-machine-readable drug label images into machine-readable formats and extracted storage conditions.
- **Storage Conditions Classification**: Developed a classification module using GenAI to categorize storage conditions accurately.
- **Automation**: Built a CI/CD pipeline for application deployment with a weekly batch scheduler, enabling automated processing of new pages.

Expected Benefits

- **25% Improved Accuracy**: Enhanced the precision of data extraction and classification.
- **35% Faster Processing**: Achieved end-to-end automation for faster drug label processing.

Uniqueness

- **GenAI Expertise**: Delivered innovative GenAI-powered solutions to address complex challenges.
- **Document Intelligence**: Utilized GenAI for advanced image interpretation and knowledge extraction.

Why We Won?

Multimodal Accelerators: Leveraged accelerators like the Hub and Playground, designed for knowledge management use cases, to deliver scalable and impactful solutions.

GenAI Hub | Azure OpenAI | Azure Cognitive Services | GPT 3.5

Transforming Clinical Trial Analysis with GenAI Solutions

GenAI Hub

The client is a leading American multinational company specializing in health information technology and clinical research. They provide advanced analytics, technology solutions, and contract research services, driving efficiency and quality in clinical trials and healthcare delivery through innovative use of data and technology.

Background

The client required a solution to:

- Accurately identify and count unique eligibility criteria or study endpoints from clinical trial documents.
- Understand the context of input data, handle variations, and provide generalized counts.
- Seamlessly integrate the solution into their existing digitization workflow.

Deal Scope

- **Standalone Application**: Developed a playground application enabling business users to verify counts and provide early feedback.
- **Extensibility**: Integrated features allowing domain experts to add sentence-breaking examples as few-shot prompts for a generalized solution.

Expected Benefits

- **20% Improved Collaboration**: Enabled business users to participate in refining a generalized solution.
- **70% Contextual Improvement**: Enhanced understanding of input data, particularly in clinical trials, for more accurate analysis.

Uniqueness

- **GenAI Expertise**: Positioned as GenAI experts, delivering innovative, tailored solutions to address specific challenges.
- **Playground Deployment**: Engaged in deploying a customizable playground application to streamline the analysis process.

Why We Won?

Differentiating Accelerators: Showcased accelerators like the GenAI Hub and Playground as capabilities that directly aligned with the client's needs, securing the partnership.

GenAI Hub | LangChain | Python | Azure OpenAI

Enhancing Revenue and Sales Insights with GenAI Solutions

GenAI Hub

The client is a life sciences company providing biological products and services for drug development.

Background

The senior management and CFO team faced difficulty in tracking revenue and sales from different environments as the client's ERP and CRM systems were in separate environments. Reports were manually generated by business analysts, which was inefficient and time-consuming. To address these challenges, the client sought to develop a GenAI-powered solution to automate the process and provide real-time insights.

Deal Scope

- **GenAI Chatbot**: Developing a highly efficient and intelligent chatbot that can respond to user queries by traversing structured and unstructured data.
- **Data Integration**: Merging CRM (Salesforce) and ERP (SageX3) data to build a data mart.
- **Real-Time Reporting**: Enabling same-day reporting and efficient tracking of sales and revenue.

Expected Benefits

- **Increase in Efficiency and Accuracy**: Efficiency and Accurate tracking of sales and revenue.
- **Cost Savings**: Reduction in costs associated with responding to customer queries.

Uniqueness

GenAI Expertise: Demonstrated deep understanding of the client's challenge in integrating data from multiple sources and delivering innovative and scalable solutions tailored to their needs.

Why We Won?

Differentiating Accelerators: Leveraged tools like the digital assistant framework, playground, and GenAI Hub to deliver scalable and impactful solutions.

GenAI Hub | Azure Stack | Azure OpenAI Models | LangChain | Python

Accelerating CRM Transformation with AI-Driven Migration

A global leader in medical-surgical manufacturing and clinical solutions aimed to migrate from ClickDimensions to Dynamics Customer Insights to reduce costs, enhance marketing efficiency, and leverage AI-driven insights for improved customer engagement.

Deal Scope

Persistent deployed its SwiftShift solution and innovative technologies to streamline migration:

- **GenAI-Led Discovery**: Automated discovery of ClickDimensions object models and workflows using SwiftShift.
- **Accelerated Migration**: Migrated ClickDimensions object models to Dynamics CRM within one week.
- **Advanced Mapping**: Established precise mappings between ClickDimensions and Dynamics Customer Insights entities using Azure OpenAI.
- **Data Optimization**: Refined data models and configurations for seamless migration.
- **Automated Data Migration**: Used Azure OpenAI workflows for efficient data migration.
- **Executive Dashboards**: Built dashboards for actionable, real-time insights.
- **CI / CD Integration**: Enabled automated deployments and continuous improvements with CI / CD pipelines.

Key Challenges

- **Migration Complexity**: Lack of documentation on existing workflows posed migration obstacles.
- **Cost Concerns**: Optimizing CRM licensing and operational costs was essential, with ROI expected in Year 1.
- **Modern Capabilities**: Required AI-powered segmentation and marketing outreach features in Dynamics Customer Insights.
- **AI-Driven Marketing**: Needed smarter AI tools for enhanced customer engagement and targeted strategies.

Azure OpenAI | Azure Functions | Copilot Studio | Power Platform | Microsoft Dynamics

Uniqueness

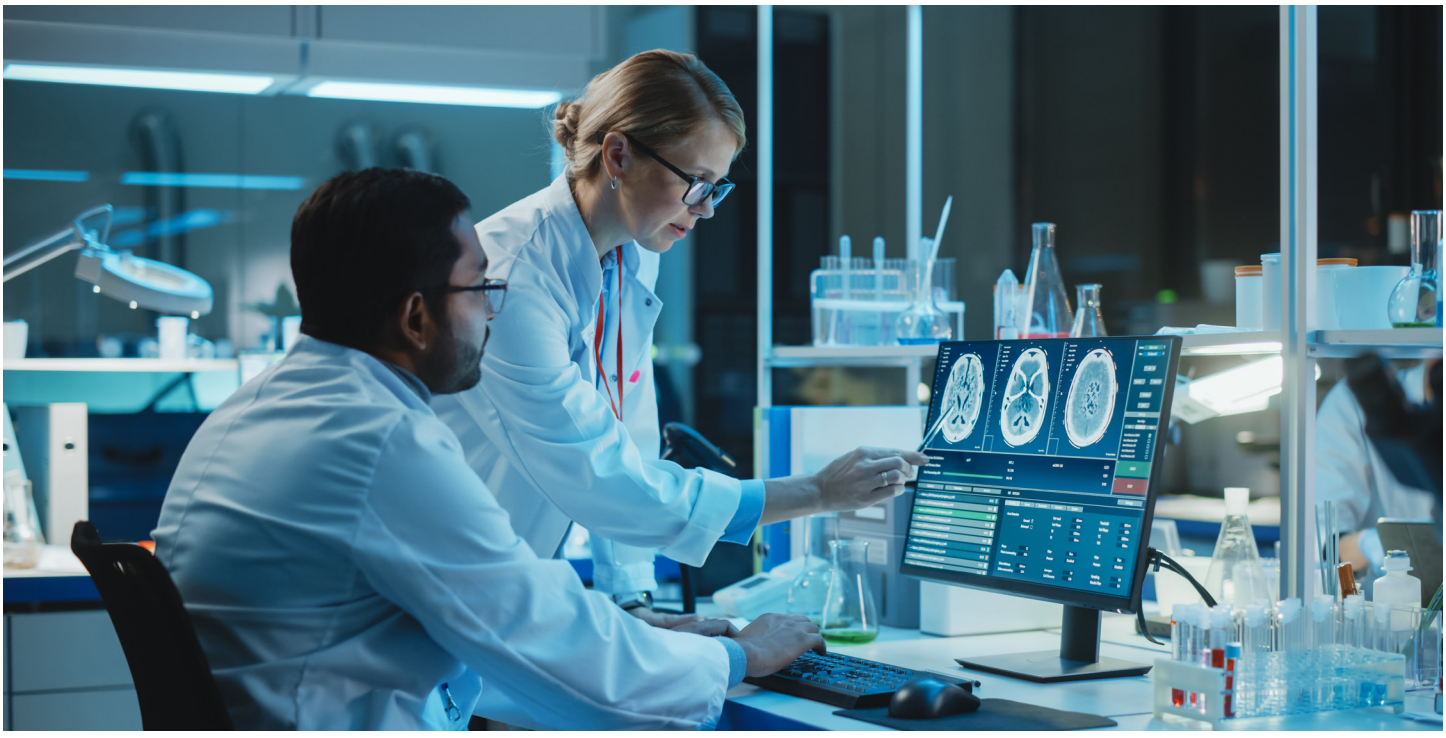
- **SwiftShift Platform**: Automated discovery and migration with Persistent's proprietary SwiftShift accelerator.
- **AI-Driven Precision**: Leveraged Azure OpenAI for intelligent mapping and analytics.
- **Optimized Workflows**: Delivered a scalable and operationally efficient CRM structure.

Why We Won?

- **Migration Expertise**: Proven experience in large-scale CRM migrations.
- **AI-Driven Innovation**: Strategic use of Azure OpenAI to accelerate and optimize the migration process.
- **Clear Roadmap**: Delivered a well-defined migration plan aligned with client objectives.
- **SwiftShift Platform**: Showcased GenAI-led automation capabilities to simplify migration complexities.

Expected Benefits

- **40% Faster Migration**: Reduced migration timelines significantly.
- **~50% Cost Savings**: Achieved cost optimization with measurable ROI in Year 1.
- **30%+ Operational Efficiency**: Streamlined CRM workflows and minimized costs through AI-led optimizations.
- **Enhanced Marketing Efficiency**: Enabled AI-powered segmentation and outreach, improving ROI and revenue growth.
- **Improved Decision-Making**: Provided leadership with real-time insights via executive dashboards.



Transforming Enterprise Data Ecosystems for a Global Biopharmaceutical Leader

iAURA

The client is a global leader in biopharmaceutical services, specializing in clinical research, consulting, and technology solutions across 54 countries, supporting 95% of the top 200 best-selling biopharmaceuticals and accelerating drug approvals worldwide.

Deal Scope

- **Data Migration and Warehousing**: Leveraged Microsoft Azure Data Lake, Azure SQL, Azure Data Factory, and Power BI for seamless data migration and warehousing.
- **Platform Creation**: Established a trusted source of data through a robust integration platform.
- **Medallion Architecture Implementation**: Designed bronze, silver, and gold data layers using Azure Databricks to standardize and optimize data workflows.
- **Curated Data Products**: Developed tailored data assets in the gold layer supported by iAURA Operations for quality data to achieve specific business needs.
- **Seamless Data Collaboration**: Enabled cloud-to-cloud data sharing via Snowflake Private Data Share, Denodo (Data Virtualization), and MuleSoft API Marketplace.

Key Challenges

- **Fragmented Data Sources**: Over 125 data sources, including Oracle and FTP, led to silos and inconsistencies in reporting.
- **Lack of Unified Data Platform**: Absence of a consolidated data lake hindered actionable insights and data-driven decision-making.
- **Data Quality and Observability Issues**: Inconsistencies in data accuracy and trust across systems slowed operational efficiency.
- **Scalability Concerns**: Legacy data workflows lacked scalability for advanced analytics and AI-driven initiatives.

iAURA Platform | iAURA Operations

Azure Data Lake | Azure Data Factory | Databricks | Python | Power BI

Uniqueness

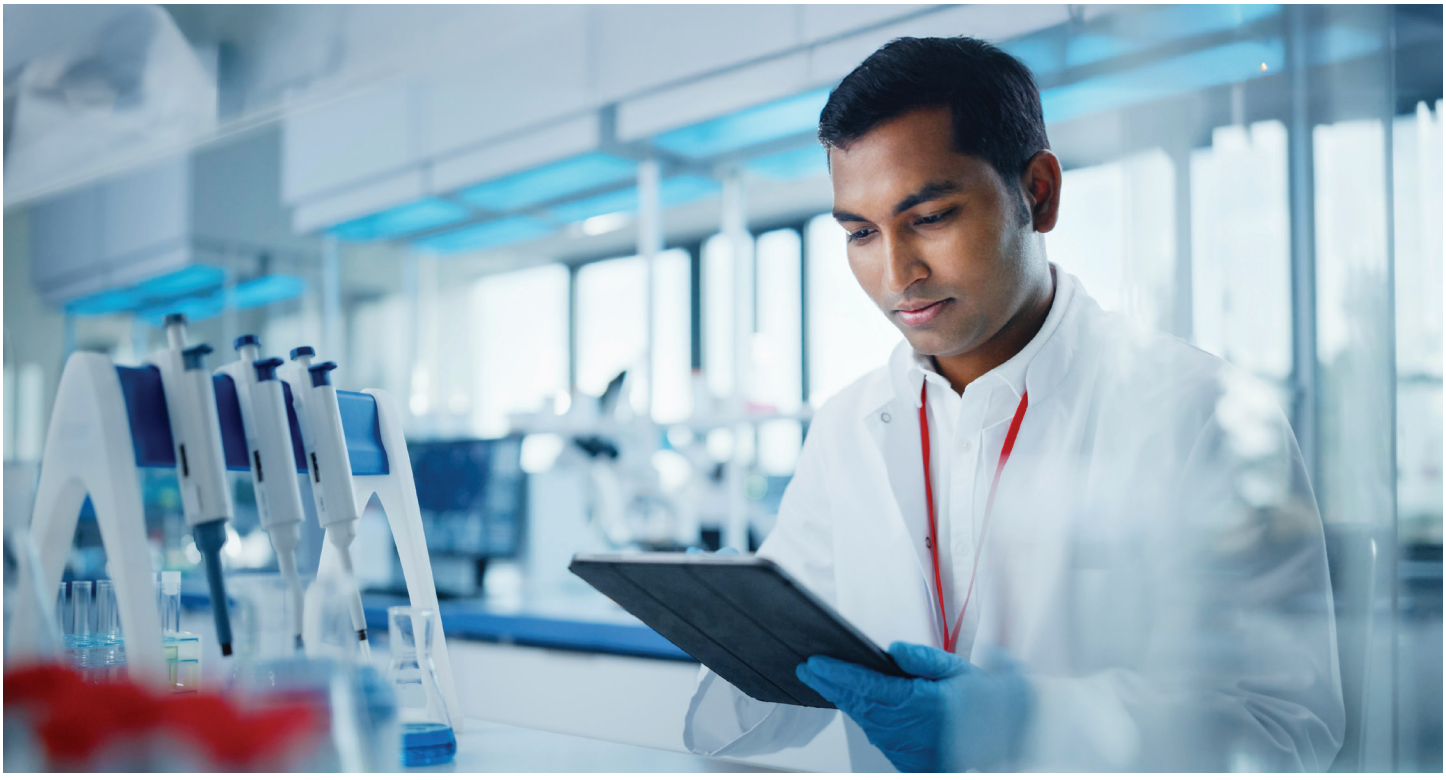
- **End-to-End Ownership**: Persistent delivered a fully managed solution, ensuring predictability and measurable ROI.
- **Advanced Data Architecture**: Implemented a robust Medallion architecture to ensure data accuracy and scalability.

Why We Won?

- **Differentiating Accelerators**: Persistent's expertise in leveraging Azure services and advanced iAURA accelerators ensured transparency and faster outcomes.
- **Collaborative Approach**: A customer-centric approach with tailored solutions aligned with the client's modernization goals.
- **Proven Expertise**: Persistent's experience in delivering large-scale data modernization projects with measurable success metrics.

Expected Benefits

- **Unified Data Analytics**: Consolidated 125+ diverse data sources into a centralized Azure Databricks platform.
- **Improved Data Trust**: Enhanced data quality and observability, ensuring reliable and actionable insights supported by iAURA Operations.
- **Accelerated Delivery**: Achieved a 70% reduction in time to deliver end-to-end data products.
- **Strategic AI Enablement**: Empowered advanced analytics and AI-driven decision-making across business operations.



Optimizing Data Resiliency and Accuracy with Intelligent Reconciliation Solutions

iAURA

The client is a global biopharmaceutical leader operating in over 175 countries, dedicated to developing innovative therapies in immunology, oncology, neuroscience, and eye care. They combine scientific expertise with advanced technology to improve health outcomes and transform patient care worldwide.

Deal Scope

The client faced significant data reconciliation challenges between downstream systems, particularly Salesforce CRM and Snowflake. They required a utility capable of ensuring data accuracy, detecting inconsistencies, and automating resolutions while supporting task scheduling through tools like AutoSys.

Project Involves

- **Data Operations Accelerator:** Leveraged Persistent's in-house iAURA Data Operations accelerator, deployed on a cloud-based infrastructure.
- **Utility Components**
  - **Configuration App**: Defined rules and parameters for reconciliation tasks.
  - **Reconciliation App**: Retrieved data from Salesforce and Snowflake, validated record counts, and ensured alignment between systems.
  - **Intermediate Table:** Stored detected discrepancies for automated record-level resolution.
- **Error Detection and Resolution**: Automated identification of data inconsistencies, ensuring real-time issue detection and correction.
- **Task Scheduling**: Enabled seamless reconciliation scheduling via AutoSys or similar automation tools.
- **Reporting Dashboard**: Delivered detailed visual reports on reconciliation results, highlighting detected and resolved issues.

Expected Benefits

- **Automated Data Healing**: Enabled proactive error detection and correction without manual intervention or post-facto edits.
- **Seamless Reconciliation**: Expertise in Salesforce APIs, rate limits, and ingestion processes ensured smooth integration and reconciliation between Salesforce and Snowflake for auto healing of data errors.
- **Operational Efficiency**: Streamlined task scheduling and monitoring using automation tools.

Uniqueness

- **Domain Expertise**: Deep understanding of Salesforce and Snowflake ecosystems ensured precise handling of data structures and reconciliation logic along with industry unique auto healing features.
- **Proven Framework**: iAURA Data Operations accelerator offered a reliable, repeatable solution for large-scale reconciliation tasks.

Why We Won?

- **Specialized Expertise**: Persistent's proven knowledge of Salesforce and Snowflake ecosystems enabled seamless data integration and reconciliation.
- **Accelerator Advantage**: iAURA Data Reconciliation capabilities provided automation, accuracy, and transparency, addressing the client's key challenges effectively.

iAURA Operations | Snowflake | Salesforce

Banking, Financial Services, and Insurance

Transforming Customer Query Management with Virtual Agents

GenAI Hub

The client is a leading American multinational full-service wealth management firm, serving both retail and institutional clients. It offers Investor Services, which include a full-service brokerage platform for retail and workplace-sponsored retirement plans, and Advisor Services, providing trading, custody, technology, practice management, and other support services to over 10,000 independent investment advisors.

Background

The client needed an efficient solution to manage a high volume of customer queries related to its banking products. The solution required support for agents to ensure faster turnaround times for user queries, along with the capability to continuously monitor response quality.

Deal Scope

- Engineering the platform roadmap by developing features per client requirements and building virtual agents for Customer Service Representatives (CSRs) leveraging the base platform.
- Providing detailed engineering insights for the accelerator to the client team.
- Creating a best-in-class Retrieval-Augmented Generation (RAG) evaluation framework by integrating Persistent's and the client's existing codebase and metrics.
- Developing virtual agents and providing end-user training.

Expected Benefits

- Virtual agents to assist CSRs in handling up to 10,000 queries per day per product across all omni-channels, including website bots, IVR, and contact centers.
- Deployment of the solution to over 4,000 agents managing 10,000 to 15,000 queries daily.
- Enhanced customer experience through faster, more accurate responses, improved time to resolution, better first-time response rates, session duration, and higher Net Promoter Score (NPS).

Uniqueness

- **GenAI Hub**: Achieved the first milestone using the Persistent GenAI Hub RAG Evaluation Framework.
- **Tailored Customization**: The framework is being adapted to align with the client's specific use cases.

Why We Won?

- **GenAI Expertise**: Positioned as GenAI experts, delivering innovative solutions tailored to the client's unique challenges.
- **Accelerators**: Showcased tools like the GenAI Hub, playground, RAG Evaluation Framework and agent assist, demonstrating RAG capabilities that secured this opportunity.

GenAI Hub | Azure OpenAI | Tableau | Java | Angular | Python | Google Cloud Platform (VertexAI Search, CloudRun, CloudSQL, BigQuery, DataFlow)

Driving Operational Efficiency in Insurance with GenAI

GenAI Hub

The client is an award-winning insurance distribution holding company. With over 4,000 employees, the client serves more than 2 million clients in the US. They have grown through acquisitions, spending $2.1 billion to acquire 30+ firms. Client delivers bespoke solutions, services, and innovation through a comprehensive and tailored approach to risk management, insurance, and employee benefits.

Background

Persistent consolidated automation, integration, data, program management, cloud, and GenAI services into a 3-year output-based construct, replacing fragmented T&M contracts. The focus was on cost savings, long-term incentives, and accessing AWS Migration Acceleration Program (MAP) funding.

Deal Scope

Persistent is partnering with the client to deliver a unified solution that integrates data, automation, cloud, and GenAI capabilities to transform insurance operations.
Key areas include:

- **Automated Underwriting**: Implement GenAI solutions to reduce manual effort and provide intuitive insights, improving underwriting efficiency.
- **Centralized Data Repository**: Develop a unified repository for extracted data entities to streamline new product launches.
- **Document Processing Automation**: Enable end-to-end processing for over 100 types of documents, such as carrier downloads, bills, and renewals.

Expected Benefits

Over the next three years, Persistent will help the client develop enterprise-wide foundational GenAI capabilities that can be scaled across multiple LoBs. This will enable the adoption of next-generation technologies to deliver improved client experiences, enable straight-through processing, and optimize operations.

Uniqueness

- Persistent's strong presence in the BFSI sector, combined with expertise in data and infrastructure management, along with GenAI technologies, helped win this deal.
- Production-grade GenAI solution that can be expanded across multiple business functions.
- This is the largest GenAI deal Persistent has signed to date, marking a multi-year foundation and execution partnership valued at over $1.1 million.

Why We Won?

Scalable GenAI Solution: Demonstrated the ability to build and scale a configurable, production-grade GenAI solution with faster GTM, leveraging accelerators like Hub, Playground, and IDP solutions.

GenAI Hub | AWS | MuleSoft | UiPath | Power Automate | QA SDET | Python | Databricks | Azure OpenAI

Enhancing Claims Processing with Generative AI and Agentic Framework

GenAI Hub

The client is a global leader in claims management, providing loss adjusting, third-party administration, risk management, and technology solutions to support efficient claims handling.

Background

The client manages high volumes of complex claims, which require accurate interpretation of diverse insurance policy documents. The company needed faster claims resolution, improved customer experience, and better policy comprehension to enhance decision-making. Scalability was a challenge, requiring a serverless framework that could integrate advanced LLMs to handle diverse claims scenarios. Adjusters often sift through numerous documents, increasing stress and the potential for errors.

Deal Scope

- **Claims Optimization**: Streamline claims management by integrating GenAI to improve understanding of policy documents.
- **AWS Data Lake & ETL Pipeline**: Build a data lake and develop an ETL pipeline using AWS technologies such as Lambda, Airflow, and Glue.
- **Generative AI Models**: Implement AWS Bedrock models, including Titan and Claude, for generative AI capabilities.
- **Data Governance and Security**: Ensure data governance and security practices in line with AWS best practices.

Expected Benefits

- **Enhanced Document Interaction**: Enable natural language interaction with policy documents for improved comprehension.
- **Automation**: Automate claims assessment, reducing manual checks and accelerating claims processing.
- **Efficiency and Cost Savings**: Increase efficiency and reduce operational costs by minimizing the time and effort required for claims processing.

Uniqueness

Agentic Architecture: Utilized an agentic architecture to collate and analyze data from disparate sources, intelligently providing adjusters with decisions, complete with explanations and rationale.

Why We Won?

- **Agentic Framework**: Implemented autonomous agents to handle subtasks defined by the planner agent, with final outputs consolidated by the output agent for seamless decision-making.
- **Domain Expertise**: Leveraged deep domain understanding to identify adjuster pain points and map effective workflows augmented by GenAI.

GenAI Hub | AWS Bedrock | LangChain | Qdrant Vector DB | HF Embeddings | Python | React.JS

Automating Medical Underwriting for a Leading Health Insurance Provider

GenAI Hub

The client offers a wide range of health insurance plans, including individual, family, and senior citizen policies. Their services include medical expense coverage, cashless hospitalization, and wellness benefits. With a network of over 14,000 hospitals, they specialize in quick claim settlements and customized plans for critical illnesses and outpatient treatments.

Background

The client faced inefficiencies due to manual data entry, which was prone to errors, particularly in classifying medical and non-medical information. Medical underwriting synopses were inconsistent, and the process needed automation. Additionally, extracting information from scanned documents submitted by customers posed a significant challenge.

Deal Scope

- **Information Extraction**: Leveraging DocAI to extract data from scanned documents, including proposals and medical histories.
- **Classification and Retrieval**: Using Google PaLM 2 LLM to retrieve and classify non-medical (personal) and medical information from extracted text.
- **ICD-10 Code Mapping**: Applying rule-based mapping with Healthcare-NLP (H-NLP) API to retrieve ICD-10 codes.
- **User Interface**: Developing a UI for document uploads and downloads.

Expected Benefits

- **30% Reduction in Classification Errors**: Improved accuracy by minimizing manual oversight.
- **Future-Proof Solution**: Designed for seamless integration with additional processing capabilities.
- **60% Cost Savings**: Significant reduction in costs related to creating clinical study protocols.

Uniqueness

GenAI Expertise: Demonstrated advanced capabilities in intelligent document processing, effectively addressing challenges related to scanned documents using vision models.

Why We Won?

Tailored Solutions: Delivered GenAI-powered document processing capabilities, showcasing the ability to handle complex scenarios with precision.

GenAI Hub | DocAI | HNLP | App Engine | PaLM 2

Revolutionizing Customer Support with GenAI and Real-Time Knowledge Management

GenAI Hub

The client is a tax preparation and financial technology company providing online tools for individuals and tax professionals to electronically file state and federal returns.

Background

The client faced challenges due to the cyclic nature of their business, with customer queries spiking during peak tax season. To manage these demand surges, they relied on contract customer service representatives. This approach created issues such as:

- A steep learning curve for new hires.
- Scattered knowledge repositories leading to inefficiencies.
- Over-reliance on in-house experts, resulting in slower query resolution times.

Deal Scope

- **Central Knowledge Repository**: Developed a centralized repository to consolidate information and support customer query resolution.
- **Conversational AI Bot**: Implemented a dedicated bot within Microsoft Teams for intuitive, real-time responses to customer queries.
- **Automated Data Pipeline**: Enabled real-time updates to the knowledge base, ensuring accurate and up-to-date responses to customer inquiries.

Expected Benefits

- **80% Faster**: Reduced turnaround time for resolving customer queries.
- **75% Improvement**: Enhanced the quality of responses to customer inquiries.
- **40% Savings**: Achieved significant reductions in total FTE costs for query resolution.

Uniqueness

- **GenAI Expertise**: Delivered innovative, tailored solutions to address customer challenges effectively.
- **Real-Time Knowledge Management**: Enabled seamless knowledge base updates for precise and timely query resolution.

Why We Won?

Differentiating Accelerators: Leveraged tools like the digital assistant framework, playground, GenAI Hub, and conversational AI bot to provide scalable and efficient solutions.

GenAI Hub | Azure Stack | Azure OpenAI Models | Azure Cognitive Search | Azure BOT Service

Transforming Business Insights with GenAI for a Global Underwriting Leader

GenAI Hub

The client is a leading underwriting company offering globally relevant products for cyber, financial, political, and professional risks.

Background

The client faced challenges in deriving actionable insights due to:

- The need for stakeholders to manually collate information from multiple BI dashboards to identify interrelations, leading to time inefficiencies.
- The absence of a conversational platform independent of IT teams for accessing and integrating new data sources across various business areas.
- A demand for intelligent solutions that interpret observed data in the context of expected business outcomes.

Deal Scope

- **Semantic Search Implementation**: Organized data into knowledge bases, enabling information retrieval by meaning rather than keywords.
- **Intelligent Input Solutions**: Integrated GenAI tools to provide insights for partners, brokers, business classes, domains, service companies, and external data sources.
- **AI Chat Assistant**: Deployed an AI agent with insurance domain expertise to deliver key business insights through conversational interactions.

Expected Benefits

- **Contextual Business Insights**: Paired expected business outcomes with observed data using GenAI for informed, opinionated interpretations.
- **Conversational Interface**: Enabled a natural language interface for queries and tailored analytics.
- **Faster Data Access**: Provided dynamic query capabilities across multiple BI dashboards, reducing reliance on IT teams for custom dashboard creation.

Uniqueness

- **GenAI Expertise**: Delivered innovative GenAI-powered solutions tailored to the client's challenges.
- **Customized Agents**: Designed domain-specific AI agents to address insurance industry requirements.

Why We Won?

Differentiating Accelerators: Utilized tools like the digital assistant framework, playground, and agentic frameworks, combined with deep insurance domain expertise, to deliver tailored and impactful solutions.

GenAI Hub | AWS Bedrock | Claude 3 | AWS App Runner | AWS Lambda | AWS Cloud9

Accelerating Business Intelligence Modernization through Seamless Migration from Tableau to Microsoft PowerBI

iAURA

The client is a global leader in digital payment technology, facilitating billions of electronic funds transfers annually across 200+ countries and territories. As one of the world's largest card payment organizations, they offer credit, debit, and prepaid card products alongside innovative payment solutions for consumers, merchants, financial institutions, and governments.

Background

The client aimed to migrate from legacy Tableau dashboards to Microsoft PowerBI to modernize their BI infrastructure. However, the fundamental differences between Tableau and PowerBI posed significant challenges. The client struggled with undocumented Tableau dashboards, unidentified metrics, and varying technology elements. With Tableau license expiration looming, an expedited yet accurate migration was critical to avoid costly extensions.

Deal Scope

Persistent was tasked with analyzing and documenting Tableau dashboards, identifying core metrics and formulas, creating mappings for PowerBI, and executing the migration seamlessly.

Project Involves

- **Current State Analysis**: Used the GenAI-driven iAURA BI Migration framework to automate the analysis of Tableau dashboards, saving ~90% time compared to manual analysis.
- **Metadata Layer Creation**: Developed a technology-neutral metadata layer using iAURA BI Migration Accelerator to ensure 100% accuracy and consistency throughout the migration process.
- **Migration Guide**: Created a detailed migration guide with step-by-step instructions and pre-converted code snippets for developers to build dashboards efficiently in PowerBI.

Expected Benefits

- **Automated Analysis**: Ensured accuracy and predictability in identifying Tableau dashboard components and dependencies.
- **Faster Migration**: Migration guide enabled teams to accelerate migration, achieving milestones well ahead of schedule.
- **Cost Optimization**: Reduced reliance on senior developers by leveraging pre-converted code and migration playbooks, achieving substantial cost savings.
- **Predictable Outcomes**: Enabled a deterministic approach to migration, ensuring minimal errors and faster go-live timelines.

Uniqueness

Distinctive Offering: The iAURA BI Migration Accelerator automated traditionally manual tasks, delivering transparency, efficiency, and accuracy to the entire migration program.

iAURA BI Migration | Azure OpenAI GPT 4o | Tableau | Microsoft PowerBI

Why We Won?

- **Differentiating Accelerators**: Persistent's iAURA BI Migration Accelerator and Azure OpenAI integration offered unmatched automation and clarity.
- **Proven Expertise**: Strong experience with both Tableau and PowerBI enabled Persistent to customize accelerators for optimized outcomes.
- **Transparent Approach**: Clear roadmap, predictable execution, and consistent communication built confidence with the client's leadership team.

Accelerating BI Migration with AI-Driven Automation and Accessibility Standards

iAURA

The client is a global leader in digital payment technology, facilitating billions of transactions annually across more than 200 countries. They provide a wide range of payment solutions, including credit, debit, and prepaid card services, empowering financial institutions, merchants, and governments.

Background

The client aimed to migrate from the legacy BI platform, MicroStrategy, to an open-source BI solution, Apache Superset. The migration required ADA (Americans with Disabilities Act) compliance and seamless dashboard functionality across both platforms. Traditional migration methods were deemed manual, time-intensive, and error-prone.

Deal Scope

Persistent undertook end-to-end ownership of the migration, ensuring a seamless transition while maintaining accuracy, transparency, and compliance:

- **Current State Analysis**: Leveraged GenAI-powered analysis to document dashboards, metrics, and formulas from MicroStrategy, achieving 80%-time savings.
- **Metadata Layer Creation**: Built a technology-neutral metadata layer with the BI Migration accelerator, ensuring 100% accuracy in dashboard mapping and migration.
- **ADA Compliance**: Enhanced BI Migration capabilities to meet ADA compliance standards, supporting inclusivity and accessibility requirements.
- **Automated Migration**: Utilized Apache Superset APIs for automated dashboard migration, ensuring consistency and reducing manual intervention.

iAURA BI Migration | Azure OpenAI GPT 4o | MicroStrategy | Apache Superset

Expected Benefits

- **Accuracy and Predictability**: Automated migration ensured error-free and reliable results.
- **ADA Compliance**: Enabled inclusive workflows, aligning with DEI goals, and enhancing accessibility.
- **Transparency and Documentation**: Comprehensive documentation streamlined acceptance across business and technology teams.
- **Operational Efficiency**: Significant reduction in manual intervention accelerated delivery timelines.

Uniqueness

- **Distinctive Offering**: Persistent's BI Migration accelerator automated the traditionally manual migration tasks, offering accuracy and efficiency.
- **ADA-Compliant Framework**: By integrating the ADA standards into the same migration process, ensuring inclusivity and cost-effectiveness.

Why We Won?

- **Accelerator-Driven Approach**: Persistent's BI Migration accelerator, enhanced with Azure OpenAI capabilities, brought unmatched predictability and automation to the migration.
- **Domain Expertise**: Deep understanding of MicroStrategy and Apache Superset ensured seamless mapping and minimized disruptions.
- **Proven Results**: Demonstrated a clear roadmap and measurable outcomes, instilling client confidence.

Revolutionizing Sales Strategies with GenAI-Driven Customer Insights Platform

The client, a leading financial technology company, assigns Account Managers (AMs) to oversee over 1,000 mid-market customers each, with a focus on upselling and upgrading through data-driven insights. However, AMs faced challenges in prioritizing high-value customers, preparing for customer calls, identifying key opportunities, and managing fragmented tools with limited Salesforce data and automation capabilities.

Deal Scope

Persistent aimed to empower over 40 Account Managers (AMs) by addressing critical challenges in sales operations, including lack of customer prioritization, fragmented data sources, limited Salesforce reporting capabilities, inefficient tracking of outreach metrics, and manual processes for mass communication and order placement.

To overcome these challenges, Persistent designed and implemented a GenAI-powered Sales Platform to streamline account management and decision-making:

- **GenAI-Powered Dashboard**: Provided AMs with a unified, data-rich view of customer profiles and opportunities.
- **Intelligent Insights**: Delivered prioritized high-value customer lists, customer summaries, tailored talking points, and detailed opportunity analysis.
- **Predefined Queries**: Enabled faster, data-driven decisions with click-based actionable insights.
- **Custom Queries**: AMs could ask natural language queries for deeper, context-specific analysis.
- **Context-Driven AI**: Trained on sales goals, customer attributes, success patterns, and historical data to ensure relevant insights.
- **Feedback Loop**: Incorporated AM feedback to iteratively refine AI predictions and recommendations.
- **Scalable Platform**: Built a robust architecture to accommodate additional use cases beyond sales management.

Expected Benefits

- **Enhanced Personalization**: Prioritized high-value customers with tailored outreach strategies.
- **Informed Decisions**: Pre-call insights streamlined preparation for effective conversations.
- **Opportunity Recognition**: AI-identified upsell and cross-sell opportunities.
- **Improved Reporting**: Real-time, AI-driven reports optimized Salesforce analytics.
- **Unified Data Repository**: Single source of truth integrated across disconnected tools.
- **Automation**: Automated account grouping and targeted mass communication.
- **Issue Tracking**: Transparent tracking of customer support tickets in Salesforce.
- **Operational Efficiency**: Automated order placement and streamlined workflows.

React JS | GraphQL | GenAI (GPT-4.0) | Python | AWS DynamoDB

Uniqueness

- **Requirement Clarity Through Collaboration**: The requirements were initially unclear, demanding a close, iterative engagement. Persistent formed an on-site team in the US within just two weeks to ensure daily collaboration and alignment with the client's evolving needs.
- **Adaptive Team Structuring**: During the project, it became evident that adjustments in technical skills were required. Persistent quickly adapted, restructuring the team within a week to align with the refined requirements.

Why We Won?

- **Early Mover Advantage**: Persistent secured an edge as an early adopter of GenAI solutions in sales growth applications.
- **Strong Relationship and Proven Delivery Track Record**: Our established relationship and history of successful project deliveries played a key role in building trust.
- **GenAI and LLM Expertise**: We successfully showcased our advanced skills in Large Language Models (LLMs) and Generative AI, demonstrating tangible value to the client.

Hi-Tech

Reimagining Data Insights Through Advanced AI and Knowledge Graph Integration

GenAI Hub

The client is a leading provider of graph database technology, enabling organizations to model, store, and analyze data relationships at scale. Their platform is widely used for applications like fraud detection, recommendation systems, network management, and knowledge graphs, leveraging the power of connected data to solve complex problems.

Background

The client needed advanced capabilities to manage and query increasingly complex datasets, including both structured and unstructured data. Traditional keyword-based search methods fell short in understanding contextual and semantic relationships within the graph database. Given client's diverse applications in entity extraction, knowledge graph creation, and data chunking, a more sophisticated indexing approach was required to enhance search functionality and scalability.

Deal Scope

Persistent developed a customized semantic search solution using a new vector index to perform searches across structured and unstructured text and other data formats. This indexing technology efficiently handles diverse data types and has been customized to improve areas such as entity extraction, knowledge graph creation, and data chunking.

Objective

The goal was to develop a solution leveraging vector-based semantic indexing to improve search relevance, scalability, and adaptability across various use cases.

Expected Benefits

- Enhanced search relevance and accuracy by integrating semantic indexing, allowing for meaningful queries across diverse datasets.
- New offerings integrating knowledge graphs with chatbot capabilities, enabling interaction with both structured and unstructured data.
- Robust construction of knowledge graphs from unstructured data, providing deeper insights and better data utilization.

Uniqueness

Scalable Integration Expertise: Enhanced the integration of client's graph database technology into enterprise-ready, scalable frameworks, empowering businesses to extract actionable insights from highly connected data models.

Why We Won?

- **GenAI and Knowledge Graph Expertise**: Demonstrated robust capabilities in GenAI and advanced knowledge graph innovations, supported by unique accelerators for adoption showcased at NODES, event.
- **Domain-Specific Solutions**: Proven expertise in leveraging Neo4j for complex use cases in the HCLS domain, combined with generative AI solutions in GenAI Hub platform, earned significant recognition from client.

GenAI Hub | GCP | PaLM | Vertex AI | Neo4J

Transforming Vendor Quality Assurance with AI-Led Code Validation

GenAI Hub

The client is a global technology leader offering innovative solutions in cloud computing, productivity software, and AI-driven services.

Background

The client leverages partnerships to democratize innovation and ensure broad access to advanced technologies. Client required a robust solution to validate the actual usage of services through code analysis, reducing the high manual effort previously needed to list partner solutions on their marketplace.

Deal Scope

- **AI-Led Validation**: Implemented AI-led, human-in-the-loop tool-based validation to ensure adherence to interoperability criteria.
- **Chat with Code**: Utilized the Chat with Code skill for code queries, available as a microservice to reduce manual effort.
- **Automated Optimization**: Introduced continuous process automation to improve validation speed and accuracy.

Expected Benefits

- **GenAI Validation**: Enhanced code validation with a GenAI-driven method, improving accuracy and consistency.
- **Manual Effort Savings**: Achieved 50% savings in manual validation efforts using the Chat with Code feature.
- **Process Optimization**: Streamlined processes with ongoing automation, increasing overall efficiency.

Uniqueness

Rigorous Standards Compliance: Ensured each submission adhered to stringent standards for performance, scalability, and security, significantly enhancing the quality assurance process.

Why We Won?

Proprietary "Chat with Code" Feature: Utilized our innovative "Chat with Code" tool to validate and optimize code submissions.

GenAI Hub | Azure AI | LangChain Framework

Revolutionizing Memo Creation with GenAI Solutions

GenAI Hub

The client is a private equity firm with extensive expertise in carve-outs, public-to-private transactions, and private equity investments, delivering seamless, positive outcomes for portfolio companies.

Background

Managing Directors faced inefficiencies in drafting one-pager memos for investment approvals. This process involved manually reviewing lengthy investment documents, such as PowerPoint presentations, to identify risks, challenges, and constraints. The time-intensive approach reduced the focus on core activities and delayed decision-making.

Deal Scope

- **Automated Memo Creation**: Developed a GenAI-powered system to extract key data points, including tables, from PDF documents and other sources, significantly reducing memo drafting time.
- **Follow-Up Question Handling**: Integrated GenAI to answer additional queries, aiding Managing Directors in evaluating private equity investments.
- **Collaboration Tool**: Designed a chat interface to collect feedback and inputs, enhancing stakeholder collaboration.

Expected Benefits

- **90% TAT Improvement**: Reduced memo creation time from 16 hours to just 30 minutes.
- **90% Error Reduction**: Improved the reliability and accuracy of the information used in memos.
- **Enhanced Collaboration**: Fostered better communication among stakeholders, improving the overall quality of memo creation.

Uniqueness

- **GenAI Expertise**: Positioned as experts in GenAI, delivering innovative solutions to address the client's unique challenges.
- **Integrated Knowledge Management**: Enabled seamless document processing and knowledge management by connecting multiple data sources.

Why We Won?

Differentiating Accelerators: Leveraged tools like the digital assistant framework, playground, and GenAI Hub to deliver scalable and impactful solutions.

GenAI Hub | LangChain | Titan | AWS | React | Claude V2 | AWS SageMaker

Revolutionizing Athletic Performance Insights with GenAI and ML

GenAI Hub

The client is a leader in motion analysis and performance insights, combining biomechanics, sensor data, video capture technology, and cloud-based software to help athletes improve their game.

Background

Interpreting sensor outputs from bat, racquet, or club swings can be challenging, with technical charts and graphs often being difficult for athletes to act upon. The client envisioned a solution to assess, predict, and enhance swing performance using Cloud, GenAI, and Machine Learning technologies.

Deal Scope

- **Human-Like Insights**: Integrated LLM with sensor data to provide actionable, positive, and informative performance insights.
- **Personalized Drill Recommender**: Used athlete swing metrics and profile data to recommend tailored training content via the Blast Training Center.
- **Drift Monitoring and Detection**: Implemented statistical drift detection, trend analysis, and prescriptive alerts to identify and address data anomalies.

Expected Benefits

- **Improved Performance**: Delivered actionable insights, enhancing performance for underrepresented categories.
- **Time Efficiency**: Streamlined operations, reduced costs, and minimized errors.
- **Sharper Predictions**: GPT-4 demonstrated predictive precision, outperforming real-world benchmarks in some scenarios.

Uniqueness

- **Enhanced Accessibility**: Combined advanced GenAI features with ML models to make graphs and charts more interpretable, delivering insights in accessible formats for athletes.
- **Human-Like Reports**: Simplified complex performance data into natural language reports, catering to athletes of all skill levels.

Why We Won?

- **Democratized Insights**: Delivered advanced swing data and coaching in human-like, easy-to-understand reports, empowering young athletes.
- **Actionable Recommendations**: Developed pipelines to convert expert-derived graphs into actionable natural language insights, bridging data with decision-making.

GenAI Hub | Amazon Bedrock & Titan | Deep Learning | Time Series Analysis | LangChain

Transforming Employee Collaboration and Insights with GenAI for a Private Equity Firm

GenAI Hub

The client is a private equity firm with extensive expertise in carve-outs, public-to-private transactions, and private equity investments, driving seamless outcomes for their portfolio companies.

Background

The client faced challenges in fostering employee collaboration and engagement due to:

- A lack of platforms for sharing best practices, guidelines, operational reports, and research findings.
- High lead times in extracting business insights from large volumes of structured and unstructured data.
- A need for a system to regularly share operational reports with senior executives and provide role-based discussion boards for interaction among employees and subsidiary companies.

Deal Scope

- **NextGen Collaboration App**: Developed a modern employee collaboration and knowledge management platform powered by GenAI.
- **Actionable Insights via Chatbot**: Enabled an intelligent chatbot capable of traversing structured and unstructured data to deliver actionable business insights.
- **Managed Services**: Provided ongoing support for the application, including chatbot management.

Expected Benefits

- **80% Accuracy**: Delivered accurate responses to highly complex queries through the chatbot.
- **Enhanced User Experience**: Introduced a modern interface with improved usability.
- **Improved Productivity**: Facilitated seamless data sharing and communication.

Uniqueness

- **GenAI Expertise**: Demonstrated proficiency in delivering GenAI-powered solutions tailored to the client's unique challenges.
- **Knowledge Management**: Optimized document processing and streamlined information sharing for enhanced decision-making.

Why We Won?

Differentiating Accelerators: Utilized tools like the digital assistant framework, playground, and GenAI Hub to deliver innovative, scalable, and tailored solutions for the client's needs.

GenAI Hub | Azure OpenAI | Azure Cognitive Search | Azure Application Insights

Revolutionizing Integration Processes with AI-Powered Solutions

GenAI Hub

The client is a leading enterprise software provider specializing in business process management, integration, and IoT. Their solutions enable organizations to optimize operations and drive digital transformation.

Background

The client faced challenges with:

- Rigid and manual processes for creating and managing integrations between B2B SaaS applications.
- Dependency on developers to interpret API documentation for building connectors.
- Significant engineering time spent on code quality reviews and test case generation for each integration.
- Difficulty in optimizing integration code or identifying security vulnerabilities without manual intervention.

Deal Scope

- **NLP-Powered API Discovery**: Developed a tool enabling intuitive exploration of API capabilities through natural language queries.
- **Automated Code Generation**: Leveraged AI to generate integration code, workflows, and test suites automatically.
- **AI-Assisted Development**: Introduced real-time code reviews, security scans, and profiling tools for efficient coding and optimized integrations.

Expected Benefits

- **80% Automation of Rules**: Conversational integration capabilities allowed intuitive integrations through natural language interactions.
- **Smart Code Repository**: Maintained a dynamic repository of high-quality, auto-generated code with tests, including built-in debugging and runtime resolution.

Uniqueness

- **GenAI Expertise**: Positioned as GenAI experts, providing innovative and tailored solutions to address integration challenges.
- **SaaS Connectors with NLP**: Built connectors using NLP inputs powered by GenAI for seamless integrations.

Why We Won?

Connector Building Expertise: Demonstrated advanced connector-building capabilities using AWS technologies, aligning with the client's requirements, and securing the engagement.

GenAI Hub | AWS Bedrock | AWS Aurora Postgres | AWS EC2

Accelerating Academic Excellence with Scalable, Secure, and Data-Driven

The client is a prestigious academic institution having over 1,000 users across technical and non-technical faculties, requiring robust solutions to deliver business insights, enhancing decision-making.

Key Challenges

- **Broad User Base**: Supporting diverse analytics needs across technical and non-technical faculties.
- **Data Utilization**: Transforming vast raw data into actionable insights.
- **Performance Optimization**: Enhancing runtime efficiency for delivering business insights.
- **Data Security**: Ensuring maximum protection for sensitive information.
- **User Experience**: Delivering a responsive, user-friendly interface.

Deal Scope

Persistent implemented a tailored Copilot solution focused on scalability, security, and insights:

- **Insightful Analytics**: Developed advanced analytics to generate actionable insights for academic and operational decisions.
- **Performance Enhancement**: Achieved 30-40% faster runtime through targeted optimizations.
- **Data Security Assurance**: Operated entirely within Azure's Private Endpoint to ensure maximum data security.
- **Modern Design**: Delivered a responsive, intuitive interface to enhance usability.

Azure OpenAI | Azure Functions | Copilot Studio | Power Platform | Snowflake | Power BI

Expected Benefits

- **1,000+ Users Supported**: Seamless experience for faculty and staff across departments.
- **30-40% Faster Runtime**: Improved operational efficiency and performance.
- **Secure Data Operations**: Ensured compliance with top-tier security standards.
- **Enhanced User Experience**: Modern interface boosted engagement and accessibility.

Uniqueness

- **Connected Copilot Platform**: Offering Connected Copilot plugins to integrate with Snowflake on-demand basis within few weeks.
- **Performance Focus**: Achieved significant runtime optimizations across key systems.
- **Security First Approach**: Guaranteed end-to-end security with Azure's Private Endpoint.

Why We Won?

- **Proven Expertise**: Track record in delivering scalable, secure academic solutions.
- **40% Faster Time to Market**: Drastic reduction in implementation efforts harnessing Persistent Connected Copilot Platform.
- **Seamless Integration**: Unified approach across analytics, security, and performance optimization.

Telecommunication, Media and Tech

Transforming Operations with GenAI Playground

GenAI Hub

The client is an IT Asset Management and Expense Management Solutions company with headquartered in US.

Background

The client sought to reduce manual efforts and address system inefficiencies across multiple functions, including HR, IT, legal, FP&A, customer service, and marketing. They aimed to achieve this by developing a configurable, question-and-answer-based solution leveraging GenAI technology.

Deal Scope

- **GenAI Playground**: Developed a question-answering capability based on user data.
- **GenAI Interface**
  - Conversational AI with the ability to choose between GPT 3.5 Turbo and GPT 4 models.
  - Contextual input features, including free text, PDF uploads, and links to PDF files.
- **Predefined Prompt Library**
  - Enabled selection and use of predefined prompts or uploaded text files with multiple prompts.
  - Incorporated testing and saving new prompts into the predefined library.

Expected Benefits

- **Time Reduction**: Query resolution and insight generation reduced from 4–5 days to under 10 minutes.
- **Rapid Adoption**: Over 1,800 users onboarded onto the GenAI Playground within two months, showcasing rapid organizational adoption.
- **Scalability**: Plug-and-play capabilities enable seamless expansion across workgroups and functions.

Uniqueness

- **GenAI Expertise**: Established ourselves as GenAI experts, providing innovative, tailored solutions to the client's challenges.
- **Knowledge Management Excellence**: Streamlined document processing and connected multiple data sources for efficient knowledge management.

Why We Won?

Differentiating Accelerators: Showcased tools like the digital assistant framework, playground, and GenAI Hub to deliver impactful, scalable solutions.

GenAI Hub | OpenAI (GPT4.0) | Azure Cognitive Search | LangChain LLM Framework | Postgres & Blob Storage

Revolutionizing Emergency Communications with GenAI for Enhanced Client Experience

GenAI Hub

The client is a leader in safety-driven technology solutions with over 40 years of expertise, connecting those in need with responders to ensure positive outcomes in emergencies. Their offerings include services like PSAP Solutions, Cloud Collaboration, and Life and Safety services, focusing on innovation and reliability.

Background

The client aimed to improve client experiences by embedding a Generative AI-powered natural language interface within their contact center platform. This solution sought to enhance workflows and agent experiences, driving efficiency and responsiveness in critical situations.

Deal Scope

- **Natural Language Interface**: Designed and developed an inbound and outbound natural language query interface for customers and call center employees.
- **Guided Conversation Workflows**: Integrated workflows powered by LLMs and GenAI-based virtual agents.
- **Operational Insights**: Delivered real-time dashboards for actionable insights across GenAI-based agent interactions.

Expected Benefits

- **10x Faster Onboarding**: Significantly reduced training and onboarding time for call center agents.
- **Improved Customer Experience (CX)**: Enhanced interactions through intelligent virtual agents.
- **Near Real-Time Responses**: Drastically improved response times for customer queries.

Uniqueness

- **GenAI Expertise**: Delivered innovative GenAI-powered solutions to tackle complex challenges.
- **Tailored Problem-Solving**: Provided customized solutions addressing the client's specific needs in knowledge management and virtual agents.

Why We Won?

- **Differentiating Accelerators**: Utilized tools like the GenAI Hub, digital assistant framework and playground to drive innovation.
- **Contact Center Expertise**: Delivered scalable, efficient solutions tailored to the client's specific needs, showcasing deep domain knowledge.

GenAI Hub | GCP Vertex AI | PaLM Models | DialogFlow CX | CCAIP | BigQuery | Cloud Run

Accelerating Test Case Migration with GenAI-Powered Solutions

The client is a global leader in networking and IT, renowned for its innovative solutions in network security, wireless networks, and virtualization. They recently launched a $1 billion AI investment fund to advance secure and reliable AI solutions.

Background

The client aimed to:

- Migrate existing product test cases from Ruby to a Python-based standardized testing framework.
- Optimize test cases and rewrite libraries while leveraging libraries in the new framework.
- Align test cases with company standards to enhance coverage and improve test case value.

Deal Scope

- **Generative AI-Powered Migration**: Leveraged AI to automate the migration of business logic from Ruby to Python.
- **Framework Optimization**: Ensured the correct use of the standardized Python testing framework.
- **Developer Workflows**: Introduced specialized workflows with split screens, preloaded Ruby and Python code, documentation, and diff views for seamless migration.
- **Integrated Tools**: Developed configuration files and GitHub connectors to replicate directory structures and push pull requests efficiently.
- **Human Oversight**: Included trained test automation professionals to optimize test cases during the migration process.

Expected Benefits

- **95% Accuracy**: Achieved highly accurate business logic conversion.
- **40% Cost Savings**: Delivered a significantly more cost-effective migration process.
- **1.5x Faster Migration**: Accelerated migration timelines for faster go-to-market.
- **Day 0 Readiness**: Reduced knowledge dependency on Ruby, Python, and standardized testing frameworks, enabling immediate usability.

Uniqueness

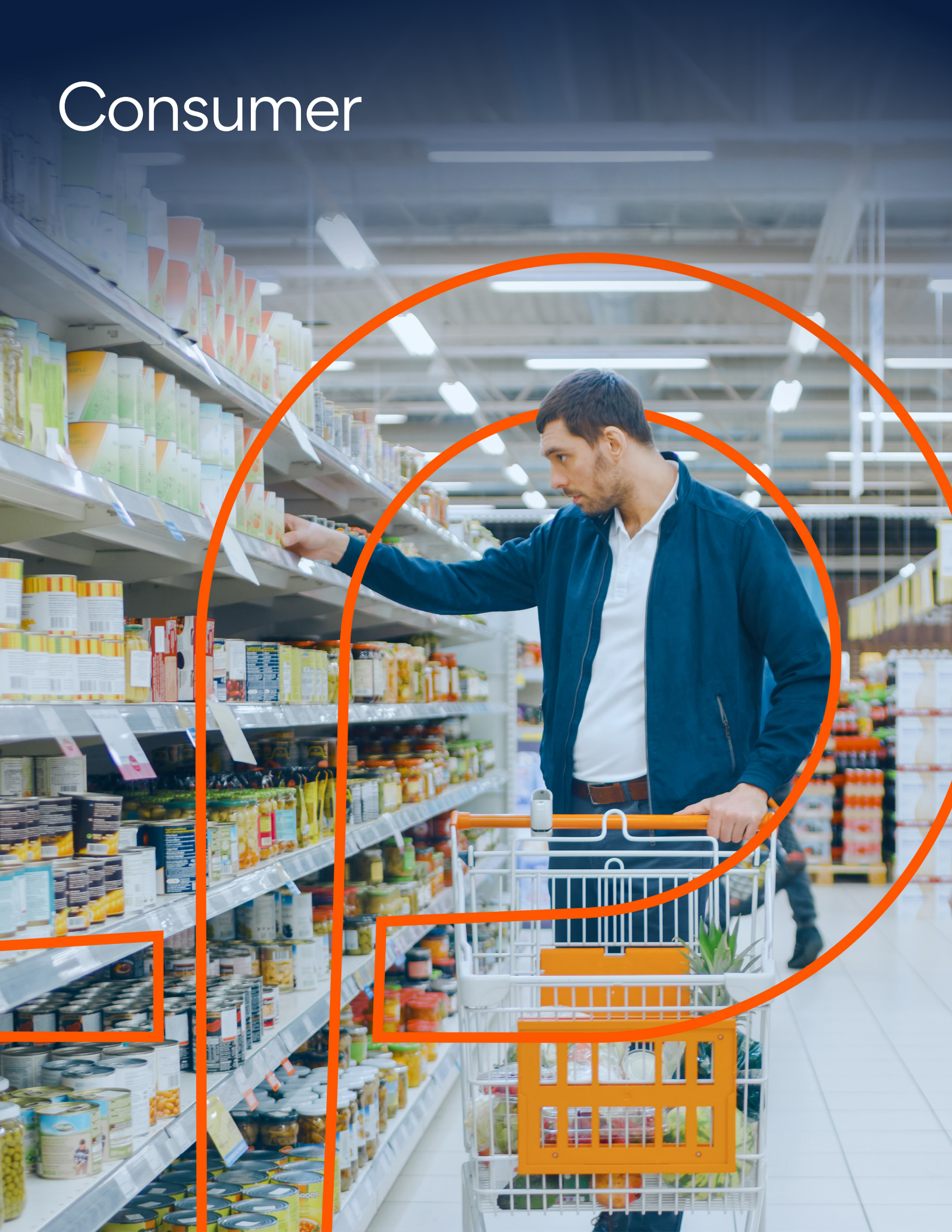
- **GenAI Expertise**: Positioned as GenAI experts, delivering tailored, innovative solutions to migration challenges.
- **Pioneering Use of GenAI**: One of the first migration projects executed with Generative AI, demonstrating its efficacy in large-scale modernization efforts.

Why We Won?

- **Proof of Concept**: Presented GenAI-powered migration capabilities to the client's leadership with a compelling PoC.
- **Strategic Alignment**: Highlighted the ability to deliver cost-effective, accurate, and rapid migration results, meeting the client's strategic goals.

SASVA | MS Azure OpenAI 3.5-Turbo | Monaco VS Code Editor | React.JS

Consumer



Streamlining Sales Order Processing with GenAI for a Leading Stainless-Steel Manufacturer

GenAI Hub

The client is a global leader in high-performance specialty alloy-based materials and process solutions for critical applications in the aerospace, transportation, defense, energy, industrial, medical, and consumer electronics markets.

Background

The client relied on Purchase Order PDFs to create Sales Orders. The existing Machine Learning model used for data extraction did not meet accuracy expectations. Additionally, the process involved manually downloading email attachments and creating standard orders, taking approximately 15 minutes per order.

Deal Scope

- Developed a business chatbot enabling business units to query information by automating data extraction and analysis.
- Bot functionality:
  - Reads emails and saves PDFs to a shared location.
  - Extracts required data using document understanding GenAI.
  - Implements a human-in-the-loop mechanism for business exceptions.

Expected Benefits

- **24/7 Chatbot**: Addresses employee Q&A continuously.
- **2x Faster**: Employee query resolution.
- **20% Productivity Improvement**: With 5 workflows automated.

Uniqueness

- **GenAI Expertise**: Positioned as GenAI experts, delivering innovative solutions tailored to the client's specific challenges using the GenAI Hub platform.
- **Knowledge Management**: Enabled seamless document processing and integration of multiple data sources for efficient knowledge management.

Why We Won?

Differentiating Accelerators: Leveraged home grown tools like the Digital Assistant Framework, Playground, and GenAI Hub to deliver impactful and scalable solutions.

GenAI Hub | MS Azure OpenAI (GPT 3.5 Turbo & GPT4.0) | Azure Cognitive Search | LangChain

Enabling GenAI Playground for Enhanced Operational Efficiency

GenAI Hub

The client is a global leader in high-performance specialty alloy-based materials and process solutions for critical applications in the aerospace, transportation, defense, energy, industrial, medical, and consumer electronics markets.

Background

The client identified the need for a GenAI playground tool to enhance their operational efficiency by:

- Enabling users to leverage GenAI with pre-defined or customizable prompts for more accurate responses.
- Establishing a prompt library for easy selection and storage to minimize repetitive activities.
- Creating an LLM-agnostic interface with prompt testing capabilities to accommodate diverse business requirements.

Deal Scope

- **GenAI Interface**
  - Conversational AI capability with options to select LLM models (GPT 3.5 Turbo and GPT 4).
  - Features allowing users to add free text as context, upload a PDF document, or link to a PDF file as context.
- **Predefined Prompt Library**: Capability to select predefined prompts or upload existing text files containing multiple prompts to be run sequentially.
- **Prompt Testing:** Ability to test new prompts, refine them, and save them to the predefined prompt library.

Expected Benefits

- **LLM Agnostic**: The solution allows switching to different LLMs through simple configuration changes, ensuring flexibility.
- **Data Control**: All data resides within the client's Azure tenant, with user-restricted folders for enhanced data security.

Uniqueness

- **GenAI Expertise**: Positioned as GenAI experts, offering innovative, tailored solutions to address the client's unique challenges via the GenAI Hub platform.
- **Playground Deployment**: Successfully deployed the GenAI Playground within the client's environment, enhancing capabilities and efficiency.

Why We Won?

Differentiating Accelerators: Leveraged tools like the Playground and GenAI Hub to deliver scalable, impactful solutions customized to the client's needs.

GenAI Hub | Azure OpenAI | LangChain | Azure Cognitive Search

Enhancing Product Discovery with GenAI-Powered Search for a Grocery Retailer

GenAI Hub

The client is a leading grocery retailer recognized for leveraging technology to improve customer experience. They publish a magazine featuring shoppable recipes, cooking tips, and entertainment ideas, aimed at enriching customer engagement.

Background

The client faced challenges with:

- An inefficient search engine unable to extract content effectively from PDF files.
- A basic website search functionality that did not meet customer needs.
- Variability in data formats, including rotated and tabular image files, complicating content retrieval.
- A need for a chatbot-based web interface to help users query information like recipes, ingredients, articles, and extras from magazine PDFs.

Deal Scope

- **Chatbot Development**: Built a GenAI-powered chatbot to process and interact with unstructured data from 150 digital versions of the magazine PDFs.
- **Reply Feature**: Enabled instant retrieval of curated, customized PDF content for user queries.
- **Data Variability Handling**: Enhanced the system to handle rotated and tabular image files efficiently.

Expected Benefits

- **Enhanced Product Discovery**: Faster and more accurate product searches for end customers.
- **20% Reduction in Search Lead-Time**: Significantly improved the speed of search operations.

Uniqueness

- **GenAI Expertise**: Demonstrated advanced capabilities in delivering GenAI-powered solutions tailored to the client's challenges.
- **Document Intelligence**: Leveraged GenAI to enable seamless interaction with unstructured data.

Why We Won?

Differentiating Accelerators: Utilized tools like the GenAI Hub and Playground, specifically designed for knowledge management use cases, to provide scalable and impactful solutions.

GenAI Hub | GCP | PaLM2 LLM | Vertex AI Matching Engine

Global Data Modernization: Scalable, Repeatable, and GenAI-Powered Transformation

iAURA

The client is a global leader in food services, facilities management, and employee benefits, operating in 55 countries and serving over 100 million customers daily across corporate, healthcare, education, sports, and remote sectors.

Background

Managing data from over 1,900 applications, the client aimed to consolidate data into four regional hubs and one global hub. The goal was to create a unified data ecosystem for consistent metric tracking and decision-making. Traditional methods were costly and time-intensive, necessitating automation and GenAI-driven execution models for scalability and ROI.

Deal Scope

Persistent implemented a robust data modernization strategy leveraging iAURA accelerators and a program-specific estimator model:

- **Common Data Models**: Designed standardized data models for consistent data representation across applications.
- **Data Factories**: Established large-scale data factories with skilled resources for efficient and repeatable data processing.
- **iAURA Accelerators**: Automated data ingestion, reconciliation, data freshness monitoring, and migration tasks using Persistent's iAURA suite.
- **Purpose-Built Accelerators**: Developed new accelerators for data modeling, API-driven data exposure, virtualization, and repetitive activity automation.
- **GenAI-guided Work Estimator**: Created a flexible estimator tool for precise cost and effort predictions, enabling quick response to new requirements.

Expected Benefits

- **Unified Sources of Truth**: Consolidated data sources into four, globally accessible hubs for consistent insights.
- **35% Cost and Time Savings**: Repeatable and deterministic processes drove significant savings in cost and effort.
- **Cost Predictability**: Calculator-type estimation tools provided transparency and clarity on ROI for every workload before starting.

Uniqueness

- **End-to-End Ownership**: Persistent managed the project lifecycle from concept to execution, ensuring measurable ROI.
- **Distinctive Offering**: Unique accelerators, combined with flexible execution models and transparent cost estimation tools, set Persistent apart from competitors.

Why We Won?

- **Differentiating Accelerators**: The use of Persistent's iAURA suite and real-time cost estimation tools ensured immediate and tangible value.
- **Strong Partnerships**: Strategic alliances with Microsoft and Databricks enhanced credibility and decision-making confidence.
- **Transparent Approach**: Open collaboration and real-time adaptability to evolving project needs built trust and alignment with client objectives.

iAURA BI Migration | Azure OpenAI GPT 4o | Tableau | Microsoft PowerBI

Accelerating Application Modernization with GenAI Solutions

The client is a leading biotechnology company specializing in the discovery, development, and commercialization of medicines for serious medical conditions. They are recognized for their innovative work in areas such as oncology, ophthalmology, and immunology.

Background

The client faced challenges in modernizing a legacy Ruby on Rails application due to:

- The lack of documentation on the existing application.
- The monolithic architecture requiring conversion to a microservices-based architecture.
- Previous modernization attempts were failing due to the time-intensive nature of the work and skill gaps in the source technology.

Deal Scope

- **Modernized Architecture**: Created a new application with containerized services, using a Python-Flask backend and a Node-React frontend.
- **Unit Testing Integration**: Implemented Jest unit tests for React components (50% coverage) and Pytest unit tests for the backend server (82% coverage), leveraging in-built GenAI tools.

Expected Benefits

- **30% Savings**: Reduced both time and cost of the initiative by adopting a GenAI-powered approach.
- **Bridged Skill Gaps**: Successfully completed modernization despite the absence of documentation or experts in the source technology.

Uniqueness

- **GenAI Expertise**: Positioned as experts in GenAI, delivering innovative solutions tailored to the client's unique challenges.
- **First-of-Its-Kind Migration**: One of the pioneering migration projects leveraging GenAI for application modernization.

Why We Won?

- **Custom PoC Presentation**: Showcased GenAI-powered migration capabilities directly to the client's leadership, supported by a tailored proof of concept.
- **Strategic Alignment**: Gained leadership buy-in through direct engagement with the CTO team, emphasizing Persistent's cutting-edge expertise and ability to deliver results.

SASVA | Persistent WingMate Accelerators | Azure OpenAI GPT4 Model

Transforming Test Script Management with GenAI Solutions

The client is a major American railroad company operating the largest rail network in the United States, covering 23 states. Renowned for its infrastructure and innovative solutions, the company focuses on enhancing productivity and efficiency in freight transportation.

Background

The client faced challenges in:

- Generating functional test scripts using NLP to streamline testing processes.
- Supporting new Quality Engineers (QEs) in understanding complex Behavior-Driven Development (BDD) scenarios by reviewing vast numbers of test scripts.
- Simplifying and accelerating the understanding of existing scripts and generating new test scripts efficiently.

Deal Scope

- **Script Generation**: Used existing BDD scenario conditions as a base to generate new functional test scripts, leveraging GenAI for efficiency.
- **Human-Understandable Steps**: Extracted and converted relevant script portions into simplified, human-readable scenario steps using GenAI.
- **Knowledge Graph**: Built a visual representation of existing scenarios and conditions, showing class, function, and object repositories for easier understanding.

Expected Benefits

- **~50% Time Reduction**: Enabled faster understanding of complex scenarios for new QEs.
- **Simplified Codebase Navigation**: Made it easier for QEs to understand and work with existing scripts.
- **Efficient Script Generation**: Automated the creation of new functional test scripts based on existing conditions.

Uniqueness

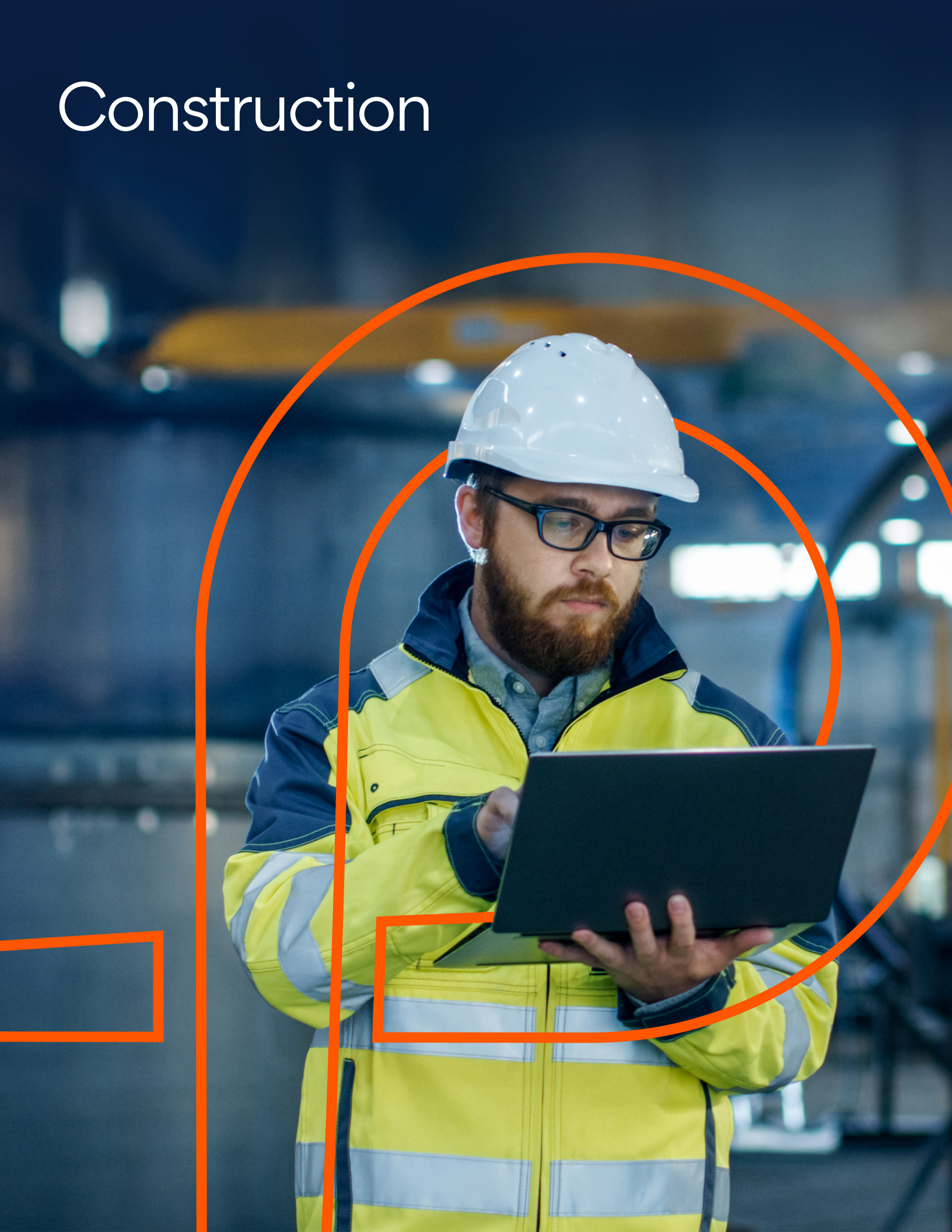
GenAI Expertise: Positioned as experts in GenAI, offering tailored solutions for test script generation and quality engineering challenges.

Why We Won?

Differentiating Platforms: Showcased SASVA's quality engineering capabilities, including advanced test script generation features that directly addressed the client's needs.

SASVA | Azure OpenAI GPT 3.5 | Python | Groovy | Katalon

Construction



Revolutionizing Construction with AI-Driven Digital Transformation

GenAI Hub

The client is a global engineering and construction company with a mission to be the recognized leader for innovation and excellence. To achieve this, they are seeking to develop a digital platform to provide advanced services to their clients.

Background

The construction industry lags 10-12 years behind in digital enablement. Mega projects involve complex designs, regulations, and timelines, presenting opportunities for AI-driven productivity gains. Currently, construction teams manually analyze scattered data to make decisions. The goal is to develop a product that leverages historical data for informed decision-making in ongoing and future projects.

Deal Scope

- **Schedule Optimization**: Analyze impacts of changes in design, materials, labor, and site conditions to ensure on-time, on-budget delivery.
- **Data Pipeline and AWS Bedrock Integration**: Build a data pipeline and integrate AWS Bedrock models to support the 2BOS product.
- **AWS Data Lake**: Establish a data lake using AWS.
- **ETL Pipeline Development**: Develop an ETL pipeline using AWS Lambda, AWS Managed Workflow for Apache Airflow, and AWS Glue.
- **Generative AI Models**: Implement AWS Bedrock's Titan and Claude models.
- **Data Governance and Security**: Implement data governance and security according to AWS best practices.

Expected Benefits

- Developed a solution to process construction project schedule documents and generate suggestions based on user queries.
- AI agent providing insights in specific areas such as risk, compliance, and schedule optimization.
- Outcomes include insights, simulations, and recommendations similar to top consultants, offering alternative schedules and strategic planning.
- Created a highly scalable, reliable, and secure AWS platform.

Uniqueness

Agentic Architecture: Leveraged an agentic architecture to aggregate data from disparate sources and intelligently optimize plans and schedules for improved efficiency and decision-making.

Why We Won?

- **Agentic Framework**: A differentiated offering like the GenAI Hub playground. Implemented autonomous agents to execute subtasks defined by the planner agent, with the output consolidated by the final agent for seamless delivery.
- **Tangible Benefits**: Delivered faster go-to-market (GTM), robust design patterns, enhanced evaluation metrics, scalability, security, and effective cost management.

GenAI Hub | AWS Bedrock Agents | AWS Lambda | S3 | Anthropic Claude

SASVA: AI-driven Software Development

Accelerating Product Quality and Security Transformation with GenAI

sasva

The client, part of the STG Partners portfolio, provides pricing and profitability management solutions for BFSI clients in North America, using advanced analytics and AI to support data-driven decisions with products like Price Optimizer, Price Manager, and Deal Manager.

Background

The client was facing a surge in requests from key customers to enhance the end-to-end product experience and address long-standing critical product issues (functional and security related). The current team is struggling with capacity constraints and high workloads due to ineffective design, redundancy, outdated tech stack, accumulated tech debt, declining product quality and lack of automation Different code workspaces are maintained for every customer hence scaling the delivery and GTM is extremely challenging.

Deal Scope

- Development of roadmap items (#277) for products — Price Manager and Deal Manager for their primary customers scheduled for January 2025 Releases.
- Remediation of 1000+ Critical and High Severity Tech and Security debt (accumulated over 10+ years) in 5+ code bases.
- Upgrade of 100+ components, libraries and frameworks across multiple workspaces that have been ageing for over 8 years contributing to critical violations.
- Quality Improvement with Automation of test cases and integration into CI/CD Pipeline for end-to-end regression.
- Streamlining Products for improving customer experience with enabling configurations for features in UI and other UI Enhancements.

Expected Benefits

- **75% GTM Acceleration** for faster releases.
- **Cost-Efficiency**: Achieving over 45% savings in total cost, resulting in substantial savings.
- Tech and security debt free with latest tech stack.
- Quality and security enhancements.

Uniqueness

Within just a week's time, our unique capability to rapidly showcase deep confidence in our understanding of Product, Technology, Past Releases and an extensive list of roadmap items and our ability to uncover both technology and security debt using a comprehensive inside-out and outside-in approach through the SASVA™ Assessment.

Why We Won?

- We offered the fastest go-to-market execution for new roadmap items and accumulated debt, beyond what could have been achieved with people alone.
- Demonstration of our Platform's ability to address accumulated, complex and thousands of tech and security debt, and framework upgrades during the same release timeline which have not been attempted for last one decade.

Cypress AWS Blaze JMeter BrowserStack ApacheBench

SASVA Nodejs React TypeScript JSX JSON HTML CSS Meteor MongoDB

Transforming R&D Modernization for a Leading UK SaaS Provider

The client serves 8 key industries, including healthcare, legal, and education, with 40 million end-users and ~$350 million in revenue.

Background

In August 2022, the client faced a major cybersecurity incident due to LockBit 3.0 ransomware, leading to downtime and reputational impact. They engaged Bain Consulting to rebuild strategy, initiated an RFI for engineers in India, and considered rebadging their R&D team. After workshops and proposals, the client chose us to modernize R&D, achieve a 70:30 in-house-to-partner ratio, and accelerate GTM within 18 months.

Why We Won?

/ Our ability to demonstrate Modern delivery framework and SASVA as an accelerator across the delivery life cycle right from onboarding to enablement to delivery and post-delivery for accelerated and predictable GTM and ability to deliver across various delivery themes independently.

/ Our ability to demonstrate deep understanding through assessment and actionable insights regarding Products past state and gaps, the current state and gaps in Product and Technology, developer's productivity, and our ability to build and deliver forward looking plan.

Deal Scope

/ No impact to KTLO activities and Surge projects planned for FY25.

/ Well defined new engineer onboarding plan with university set up.

/ Enable SASVA led engineering across the R&D team.

/ Set up KPIs led engineering Governance and tracking of below KPIs at executive level every quarter with quantifiable improvements in first 6 months and baseline it for future with committed improvements.

- CSAT / NPS for Customer satisfaction.
- R&D cost for KTLO vs Surge initiatives at a Release level for Measure R&D RoI.
- Cycle time (by stage) - Story planning to Release / Dev to Release / Dev to QE for Engineering effectiveness.
- Average velocity increase (story point) for measuring the improvement in delivery maturity.
- Defect leakage by stage (Between Dev to QE, QE to UAT, UAT to Release, Customer defects) for measuring Engineering team's maturity per function.
- % modules with loosely coupled architecture for evaluating the Product maintainability.

SASVA | Harness.IO | COBOL | SQL | AWS | Azure | Delphi | ServiceNow

Uniqueness

Modern Delivery Framework i.e. Platform (SASVA) led delivery. We stood out as Hyper Collaborative and Modern Engineering Partner with ability to deliver with predictability, faster and better-quality releases.

Expected Benefits

- Over 50% faster go-to-market time.
- More than 45% improvement in developer productivity.
- Cost optimization of 40%+.
- 75-80% reduction in onboarding time.

Accelerating Cost Efficiency and GTM for a Leading Supply Chain Platform

The client is an AI-powered supply chain management platform that enables leading companies to intelligently manage direct material spend. It helps supply chain teams increase spend visibility, reduce costs, mitigate risks, build procurement resilience, and gain a competitive edge.

Background

- **Reduced budgets and need for cost optimization**: Facing slashed budgets, the organization needed to significantly lower operational costs without compromising quality or delivery timelines.
- **Rapidly Changing Market Dynamics**: A volatile market demanded quicker time-to-market for new features to meet evolving customer needs and stay competitive. Uptick in spend on cloud and infrastructure.
- **Improved Delivery Velocity**: The organization sought to enhance development processes to deliver faster, higher-quality solutions while maintaining reliability.
- **Growth and Engagement Goals**: Recent degrowth highlighted the need to boost trial-to-paid conversions, increase daily active users, and mitigate churn to drive sustained customer engagement and revenue.

Deal Scope

- Provide outsourced R&D, L3 support, DevOps, QA, Data Science and documentation for sustenance and selective development of new features.
- Support all GTM functions for the Products, including product distribution, sales, product management, and marketing.
- Deploy SASVA on the customer premise / cloud and integrate with client's code repository to help with automate program management and content management platforms.

SASVA | AWS | Airflow

Expected Benefits

- Ops cost reduced.
- Helped retain customers with improved and feature-rich releases.
- Assured savings delivered in a phased approach.
- Ops cost reduced by 48% with SASVA without any impact on deliverables.
- 3x faster GTM with expanded release scope and optimized team.
- Increase team efficiency by 50%.

Uniqueness

SASVA's capability to deliver faster GTM, better quality outcome across various technology skill sets and platforms with reduced capacity.

Why We Won?

- **Team Optimization**: Since we were able to augment digital capacity using SASVA we could commit to expanded deliverables with 64% reduced capacity.
- **Faster GTM**: We offered the fastest go-to-market execution, beyond what could have been achieved with people alone.
- **SASVA-led Accelerated Development**: The SASVA IDE plugin's ability to enhance developer productivity and code quality by providing real-time code suggestions, error detection, and adherence to best practices, while accelerating learning, collaboration, and development.

Accelerating Digital Transformation for a Leading Canadian Software Company

The client is a Canadian enterprise and consumer software company known for its globally recognized software brands.

Background

The customer's award-winning enterprise-grade product gets 80% of revenue from B2B, 15% from subscriptions, and 5% from direct channels. Despite the focus on customer retention and acquisition, the product faces challenges with slow releases due to legacy technologies, technical debt, code quality and security issues, institutional knowledge dependency, and user experience challenges. These obstacles inhibit the acceleration of their Go-To-Market strategy, resulting in a slowdown in new customer acquisition and hindering their subscription business growth — the primary goal for the future.

Other Challenges / Requirements: Degrowth in recent years (goal is to increase trial to paid conversion), Decreased Engagement (goal is to increase daily active users and arrest churn), Absence of advanced telemetry for conversion (goal is to understand user behaviour for use case transition) and last but important goal is to reduce operational cost.

Deal Scope

- SASVA Release Planner is used to plan, orchestrate and streamline the releases, bringing predictability to releases.
- By leveraging SASVA's IDE Plugin and implementation of customized small language models for the Customer's product, substantial reductions in technical debt were targeted and achieved, effectively addressing code quality and security concerns, reduction in customer backlog and improved user experience within the release timeframe.
- Feature parity was also pursued and attained within the same release timeframe, enabling customer onboarding to non-Windows platforms that previously lacked comparable features found in the Windows version.
- Using SASVA's Connectors (leveraging advanced GenAI and Machine Learning technologies), complete visibility into user behaviour and engagement is enabled to provide advanced level of telemetry for user conversion.

Expected Benefits

- Shortened release cycles resulted in a 26% acceleration of Go-To-Market efforts within the initial year of engagement, uplifting the Subscription Value Proposition and drawing in new customers.
- Furthermore, the sustenance team became 50% leaner, reallocating remaining core members towards the development of next-generation products.
- Operational cost is reduced ~35% while delivering more features, maintaining release cadence across all supported platforms and reducing customer backlog.

SASVA | SLM | LLM

GenAI Machine Learning

Transforming Legacy Systems into Agile, Secure, and Cost-Effective Solutions with SASVA-Led Modernization

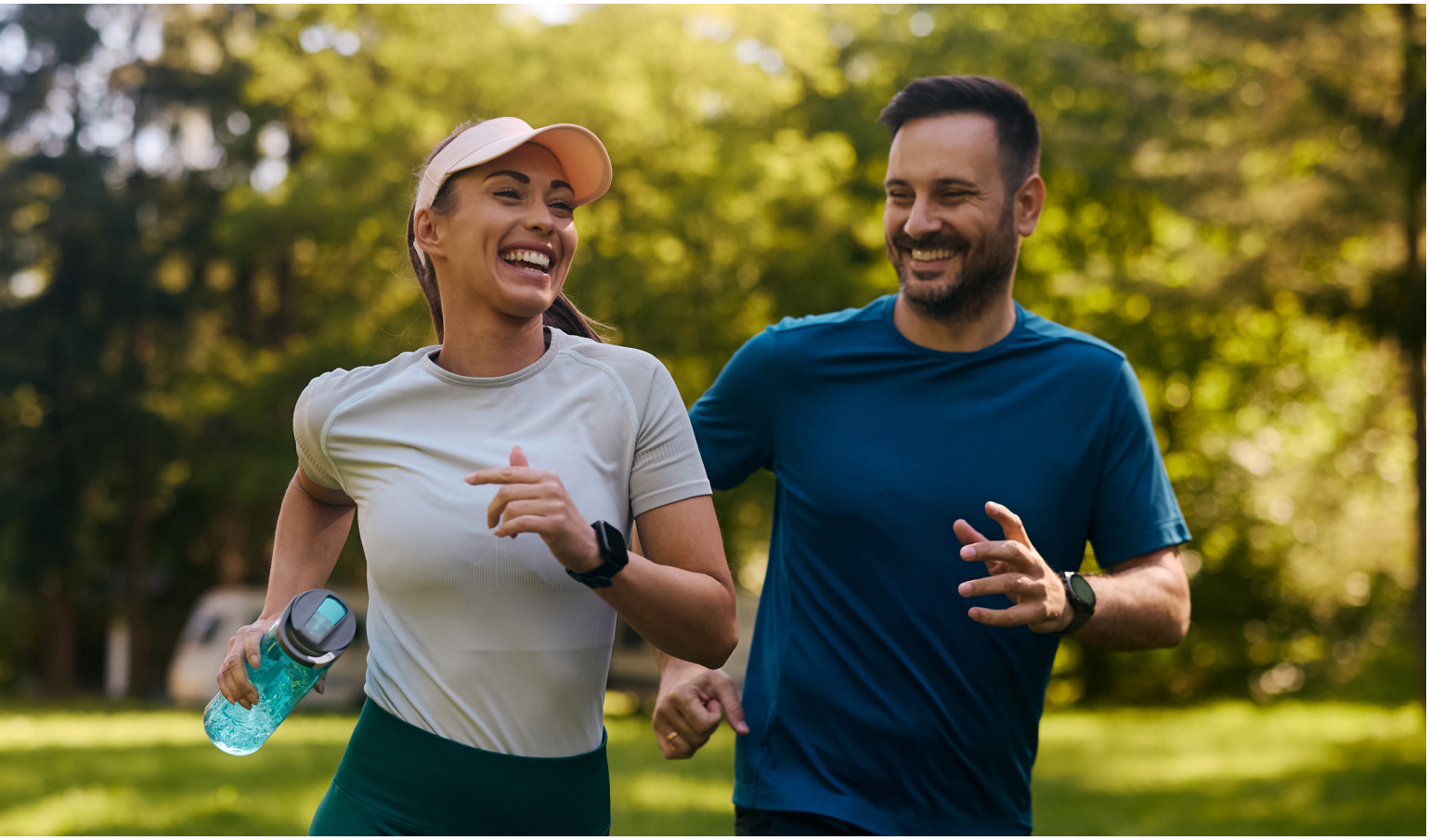
The client is a leading wellness services platform that provides comprehensive solutions for fitness, beauty, and wellness businesses. With a mission to connect the world to wellness, the client serves thousands of businesses globally, helping them streamline operations and enhance customer experiences.

Project Overview

The client partnered with Persistent to address significant technical debt and modernize their technology stack. SASVA-led services delivered exceptional results, transforming its digital presence and operational efficiency.

Objectives

- **Technical Objectives**: Reduce Technical Debt by Migrating legacy applications to a modern tech stack and Enhance Code Quality and improve Security standards.
- **Business Objectives**: Lower Maintenance and align with Modernized Tech Stack. Accelerate Roadmap Deliverables to enable quicker feature delivery.



Challenges

- **Technical Debt**: Legacy ASP pages are complex and costly to maintain, with dispersed and inconsistent business logic.
- **Code Complexity**: High code complexity (CCN 1014) with over 10% of files exceeding a CCN score of 10, leading to significant maintenance challenges.
- **Security Vulnerabilities**: 52 CVEs, including 5 critical ones, with over 84% resolvable by upgrading open-source components.

Solutions

Persistent proposed a comprehensive modernization initiative involving three key workstreams:

- Migrating ASP Classic Pages to Next.js and GraphQL.
- Migrating Razor Pages to Next.js and GraphQL.
- Managed Service for Addressing CVEs in Open-Source Libraries.

Benefits

- **Improved Agility**: Modernized tech stack enabled faster feature delivery and innovation.
- **Cost Optimization**: Reduced maintenance costs and improved resource allocation.
- **Enhanced Security**: Mitigated security risks through proactive vulnerability management.
- **Increased Productivity**: Streamlined operations and improved developer productivity.

Outcomes

- **Productivity Gains**: The SASVA-led team achieved a 38% productivity gain over traditional migration approaches.
- **Faster Delivery**: The project was completed in 12 months, compared to the baseline estimate of 24+ months.
- **Cost Savings**: Projected savings of $4M derived from the SASVA-led engagement.
- **Enhanced Security**: Addressed 39 critical and high-security vulnerabilities, significantly improving the security posture.
- **Business Impact**: Estimated business value of $7.2M from resolving technical debt and reallocating existing.

Driving Security, Efficiency, and Innovation in Supply Chain Solutions with GenAI

sasva

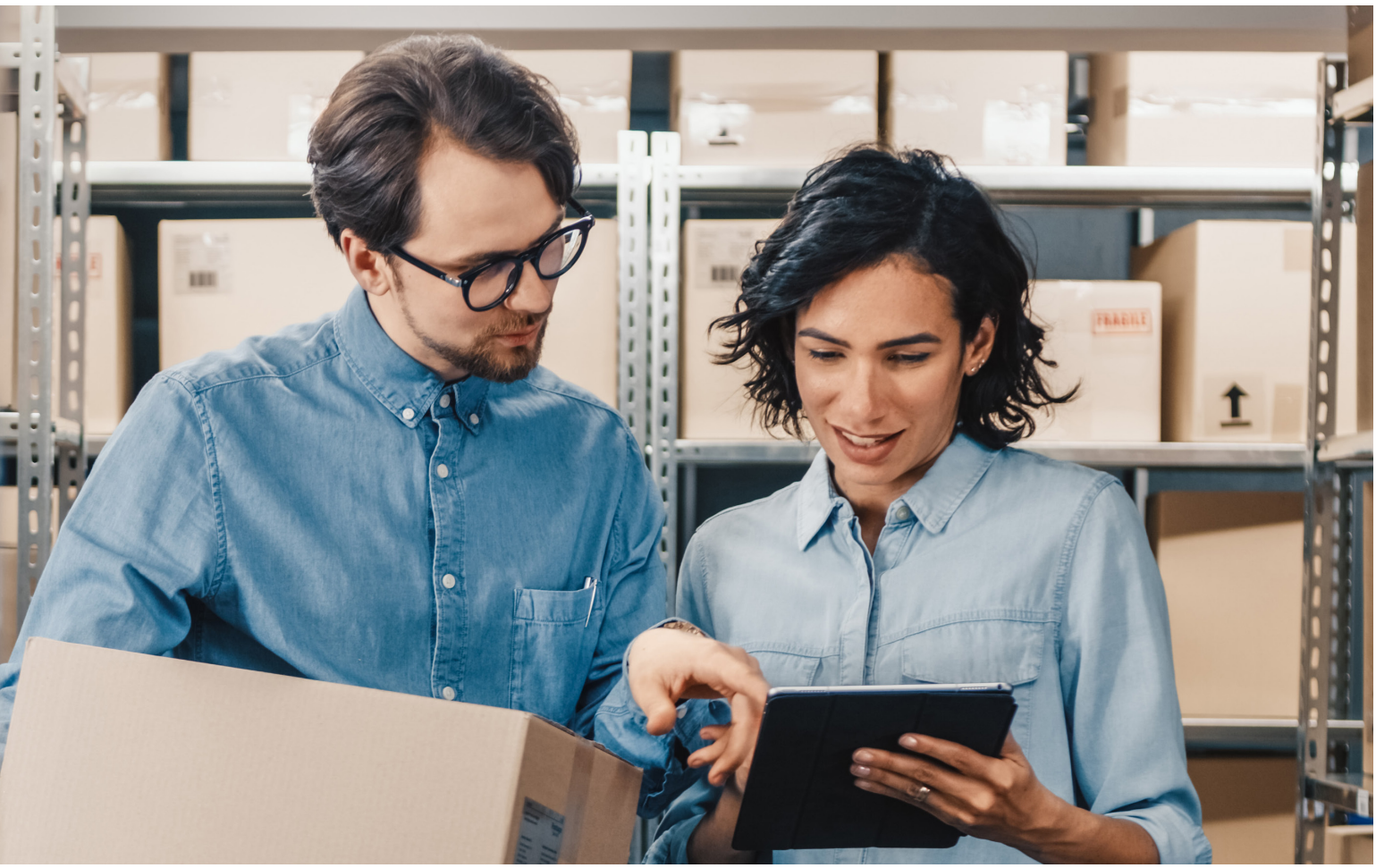
The client is a leading provider of supply chain resilience solutions, serving numerous businesses globally. With a mission to enhance business agility and security, the client helps organizations streamline operations and improve customer experiences.

Project Overview

The client partnered with Persistent to address significant technical debt and modernize their technology stack. The GenAI-led services delivered exceptional results, transforming client's digital presence and operational efficiency. The project was executed globally with both remote and on-site collaboration.

Objectives

- **Business Objective**: Minimize maintenance costs, align with a modern tech stack, and expedite roadmap deliverables.
- **Technical Objective**: Alleviate technical debt, consolidate business logic, and enhance security.



Challenges

- **Legacy Systems**: The client's platform was built on outdated Apache Hadoop, posing high maintenance costs and security risks.
- **Resource Allocation**: The migration and validation of the platform affects 25 Java modules, potentially impacting other 2025 projects due to unplanned resourcing.
- **Security Vulnerabilities**: The code repositories have 622 critical and high-security vulnerabilities that need addressing to reduce risk.
- **Code Complexity**: Over 10% of the codebase has a Cyclomatic Complexity Number (CCN) score of 15, with a maximum of 348, indicating high risk.

Solutions

Persistent proposed a comprehensive modernization initiative involving three key workstreams:

- Python Application Migration
- Fixing Open-Source CVEs
- Data & Java App Migration from Apache Hadoop to ADLS2

Benefits

- **Improved Agility**: Modernized tech stack enabled faster feature delivery and innovation.
- **Cost Optimization**: Reduced maintenance costs and improved resource allocation.
- **Enhanced Security**: Mitigated security risks through proactive vulnerability management.
- **Increased Productivity**: Streamlined operations and improved developer productivity.
- **Enhanced Decision-Making**: SASVA's analytics enabled the client to make strategic decisions, boosting business agility.
- **User Experience**: Modernization led to a more intuitive interface and faster response times, enhancing customer satisfaction.

Outcomes

- **Faster Delivery**: The project was completed in 9 months, compared to the baseline estimate of 18+ months.
- **Cost Savings**: Projected savings of $1.1M derived from the SASVA-led engagement.
- **Enhanced Security**: Addressed 622 critical and high-security vulnerabilities, significantly improving the security posture.
- **Business Impact**: Resolving technical debt and reallocation of existing teams provided estimated business value of $1.4M.
- **Productivity Gains**: The SASVA-led team achieved a productivity gain of 30% over traditional migration approaches.

Enhancing Legacy Application Performance with Automated PHP Upgrade

The client is a global leader in technology, offering small and medium-sized businesses tools to efficiently manage finances, operations, and people. Trusted by millions, the client provides cloud technology, practical advice, and support, empowering businesses to make fast, informed decisions.

Project Overview

The client collaborated with Persistent to undertake the PHP Upgrade project. This initiative encompasses the creation of an automated release plan for upgrading the PHP application. The plan includes a comprehensive list of use cases, EPICs, stories, tasks, and estimated efforts. The upgrade will involve transitioning from PHP version 8.1 to 8.2 and addressing post-upgrade warnings, errors, and deprecated functions.

Objectives

- **Business Objective**: Upgrading from PHP 8.1 to 8.2 will significantly enhance the performance, security, and scalability of the legacy application. This transition will ensure adherence to the latest industry standards, reduce maintenance costs, increase development productivity, and improve the overall user experience.
- **Technical Objective**: Upgrade the PHP Legacy application from version 8.1 to 8.2. Develop an automated upgrade project plan, generate sample code, and upgrade the application while resolving 80% of post-upgrade warnings, errors, and deprecated functions.

Challenges

- **Compatibility Issues**: Identifying and updating the deprecated functions or features to align with the new version's requirements can be time-consuming and may necessitate a significant overhaul of the codebase
- **Dependency Management**: Dependencies on libraries and framework to be fully compatible with latest version.
- **Performance Optimization**: Identify bottlenecks and refactor code to leverage the new performance features introduced in the new version.
- **Testing and Validation**: Running extensive unit, integration, and user acceptance test to identify any issues arising from the updated version.

Solutions

- **Automated Release Plan**: Leverage SASVA Release planner to create Release plan.
- **Upgrade**: Leverage SASVA IDE Plugin to generate sample code and upgrade PHP Application.
- **Post upgrade Issue Resolution**: Leverage SASVA IDE Plugin to resolve post upgrade warnings, deprecated and depended functions.

Benefits

- **Automated Code Migration**: SASVA automated the migration of code from PHP 8.1 to 8.2, reducing manual effort and minimizing the risk of human error by 50%
- **Enhanced Security**: SASVA ensured that the upgraded codebase adheres to the latest security standards, reducing vulnerabilities.
- **Reduced Technical Debt**: By automating routine tasks and optimizing code, SASVA helped in reducing technical debt and improving code maintainability.
- **Effort Estimation**: High-level estimations for the project plan in JIRA Enterprise showcasing up to 35% optimization.

Outcomes

- **Automated Release Plan**: Generated automated release plan including User Stories, EPICS, Tasks, and efforts for the PHP upgrade from version 8.1 to 8.2
- **Upgrade**: Successfully upgrade PHP legacy application from version 8.1 to 8.2
- **Post-upgrade Issue Resolution**: SASVA resolved 80% of post upgrade warnings, deprecated and depended functions.

Transforming Resource Onboarding and Knowledge Management for a Leading Observability Platform

The client is a leading provider of a full-stack observability platform for all telemetry data, including metrics, events, logs, and traces, paired with analytics tools to expedite problem-solving. They offer over 30 capabilities, 750+ integrations, and AI-powered insights. With a unique pay-as-you-go pricing model, the platform delivers 5X more value for the money, is quick to start and scale, and is easy to understand and predict.

Project Overview

The client partnered with Persistent to streamline and accelerate the onboarding engineers, along with L1 and L2 support staff. Focuses on expediting the knowledge transition process to ensure a quick ramp-up for new engineers while mitigating the risks associated with undocumented knowledge and processes. Maintaining complete control over data, adhering to the highest standards of privacy and security.

Objectives

- **Business Objective**: Enhance R&D efficiency by onboarding 500+ engineers, ensuring quick ramp-up, and maintaining data control and security.
- **Technical Objective**: Implement systems for efficient onboarding, knowledge management, and advanced data security measures.

Challenges

- **Onboard 500+ Engineers**: Accelerate R&D efforts by onboarding over 500 Engineering, L1, and L2 Support engineers.
- **Expedite Knowledge Transition**: Ensure quick ramp-up and eliminate risks associated with undocumented knowledge and processes.
- **Maintain Data Control and Security**: Ensure complete control over data while maintaining the highest standards of privacy and security.

Solutions

- Leveraging SASVA Release planner to plan, orchestrate and streamline the releases, bringing predictability to releases.
- Using SASVA to offer real-time support and enhancing knowledgebase / documentation, including runbooks and SOP's (Standard Operating Procedures).
- Leveraging Ask SASVA to client's knowledge base like Confluence, Jira Digital twins act as virtual mentors for the teams providing guidance to expedite onboarding and quick ramp-up.

Benefits

- **Quick Ramp-Up**: Ensuring a fast-onboarding process will eliminate risks associated with undocumented knowledge and processes.
- **Enhanced Data Control and Security**: Maintaining complete control over data while adhering to the highest standards of privacy and security.
- **Improved Knowledge Management**: Real-time support and enhanced documentation, including run books and SOPs, will be provided through SASVA.
- **Efficient Onboarding**: Integration with Ask SASVA to the client's knowledgebase like Confluence and Jira, along with digital twins acting as virtual mentors, will expedite onboarding.
- **Accelerated R&D Effort Quick Ramp-Up**: Ensuring a fast-onboarding process will eliminate risks associated with undocumented knowledge and processes.
- **Efficient Onboarding**: Integration with Ask SASVA to the client's knowledgebase like Confluence and Jira, along with digital twins acting as virtual mentors, will expedite onboarding.
- **Accelerated R&D Efforts**: Onboarding over 500 engineers will significantly speed up R&D activities.
- **Reduced Training and Knowledge Transition Costs**: Allowing more team efforts to be reallocated towards the development of next-generation products.

Outcomes

- Accelerated resource Onboarding by 45-50%
- Created Knowledge Management Repository

Streamlining API Modernization and Cost Efficiency for Global Healthcare Leader

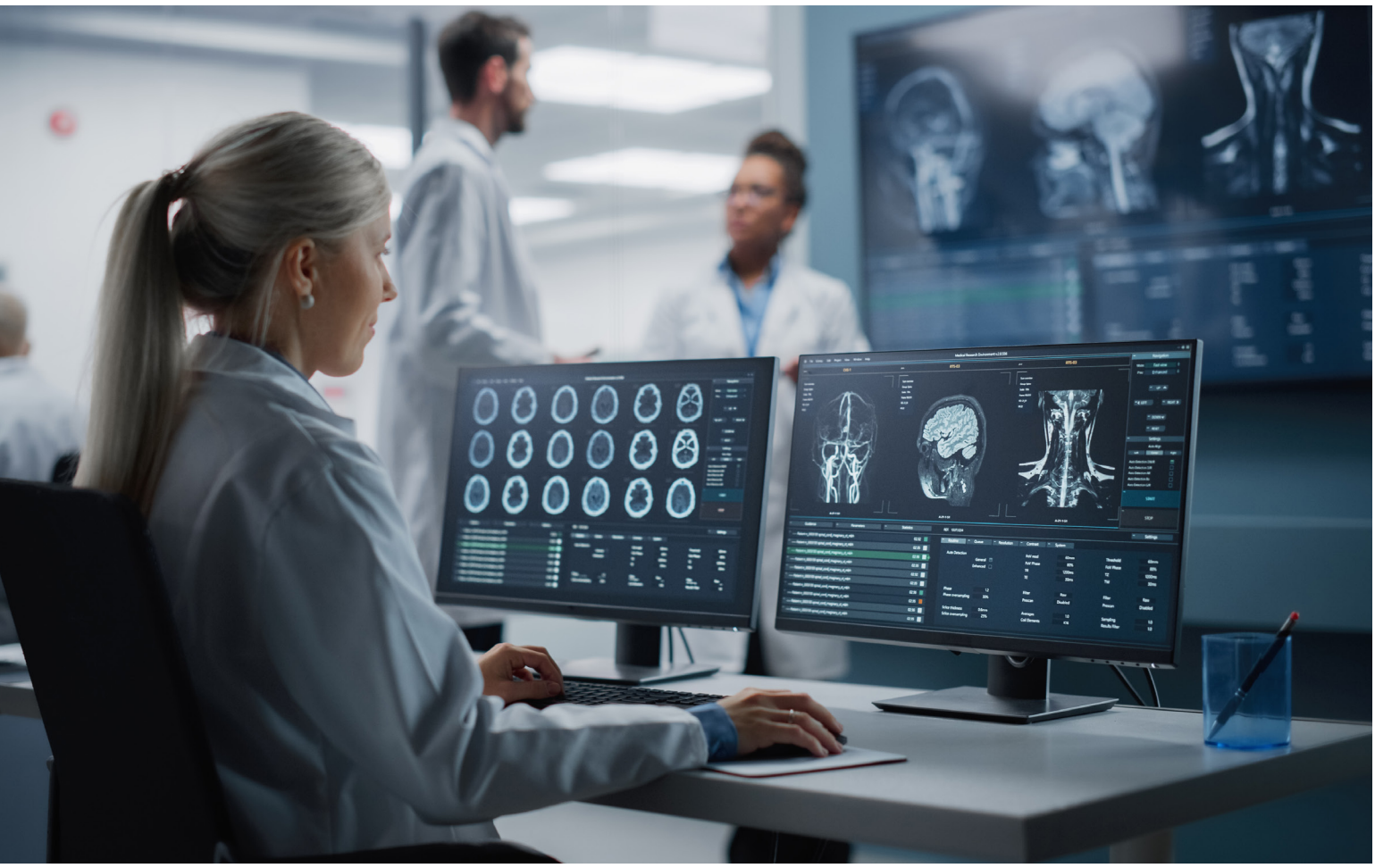
The client is a global leader in advanced analytics, technology solutions, and clinical research services for the life sciences industry. The company specializes in biopharmaceutical development and commercial outsourcing, particularly in Phase I-IV clinical trials and related laboratory services.

Project Overview

The client partnered with Persistent to migrate 314 MuleSoft APIs to Python FastAPI endpoints using SASVA, with design, development, testing, and Azure integration. It aims to ensure functional parity without database or authentication changes and includes comprehensive documentation and knowledge transfer.

Objectives

- **Technical Objective**: Design, develop, and integrate FastAPI equivalents for existing MuleSoft APIs with Azure services.
- **Business Objective:** Migrate MuleSoft APIs to Python FastAPI endpoints using SASVA.



Challenges

- **High Inbound API Utilization**: The client faces high inbound API utilization due to frequent dashboard refreshes by sales representatives, necessitating additional API quotas.
- **Third-Party Services and App Integration**: Integrating third-party services and apps for patient intake PDF processing is expensive and time-consuming, with high per-user license costs for alternatives.
- **Timely Reviews and Approvals**: Facilitating timely reviews and approvals of deliverables as per project timelines is crucial to avoid delays.
- **Resource Onboarding and Knowledge Transfer**: Timely onboarding of contractor affiliates and providing necessary knowledge transfer, such as existing source data, code walkthroughs, and data transformation logic, is crucial for project success.
- **Infrastructure and Access**: Providing essential infrastructure, including VPN / VDI / Laptop access, FTP locations, code repository, third-party tool licensing, and cloud services access, is vital for project delivery.

Solutions

Persistent proposed a comprehensive modernization initiative involving three key workstreams:

- Migrating 314 MuleSoft APIs to Python FastAPI endpoints using SASVA.
- Implementing current MuleSoft APIs functionality with desired performance using FastAPI framework and Python.
- Analyzing existing APIs, developing FastAPI equivalents, integrating with Azure services, performing testing, delivering documentation, and conducting knowledge transfer sessions.

Benefits

- **Improved Agility**: The migration to FastAPI endpoints will enhance the performance and functionality of the existing APIs, enabling faster feature delivery and innovation.
- **Cost Optimization**: The project is expected to save costs associated with high API utilization and expensive third-party services.
- **Enhanced Security**: Addressing existing security vulnerabilities will significantly improve the overall security posture.
- **Increased Productivity**: Streamlined operations and comprehensive documentation will improve developer productivity and operational efficiency.

Outcomes

- **Productivity Gains**: The migration to FastAPI endpoints is expected to streamline API performance & reduce maintenance efforts by 25%.
- **Faster Delivery**: The project is scheduled to be completed 1.5x faster (within 10 months) ensuring timely delivery of functional APIs.
- **Cost Savings**: The migration is projected to save 30% costs associated with high API utilization and third-party services.
- **Enhanced Security**: The project will address existing security vulnerabilities, improving the overall security posture.
- **Business Impact**: The migration will enhance operational efficiency and support better customer engagement.

Accelerating Tech Debt Remediation Through Secure COBOL-to-Java Conversion

The client is a diversified, community-based financial services company with approximately $1.9 trillion in assets. It offers a wide range of services, including asset management, banking, credit cards, and wealth management, serving over 70 million customers.

Background

- The client has a large legacy Mainframe based Cobol batch programs.
- Shortage of programmers proficient in COBOL.
- Lack of code documentation for new resource onboarding.
- COBOL systems getting expensive due to the need for specialized skills and outdated infrastructure.
- Integrating COBOL systems with modern technologies and platforms getting difficult, leading to potential compatibility issues.
- COBOL systems struggling to scale with growing business needs, limiting their ability to handle increased data volumes and transactions.

Deal Scope

- **Legacy Code documentation**: Generate Cobol code documentation, describing business logic and programming constructs.
- **Code Conversion**: Base Java conversion of 8 Cobol programs (~45K Line of Code) with multiple subprograms, subroutine, and copybook dependencies.
- **Code Upgrade**: Base Java to Spring batch upgrade with Object Oriented programming standard enhancements.
- **Code Scanning**: Perform sonarqube code scan and remediation.
- **Test Case Generation**.

Expected Benefits

- Code Conversion
- Tech and Security Debt Remediation
- Latest Tech Stack
- Quality Enhancements

Uniqueness

Within a short time (couple weeks), SASVA capability to fine tune model with relevant data, understand legacy COBOL code, write most of the complex functions and convert it into Java that meets the clients coding standards.

Why We Won?

- We offered LLM hosted in a secure Persistent Environment without exposing the Wells Fargo Code.
- We were able to operate in a concise and scalable model which offered ease of deployment if Wells Fargo were to do it in their environment.
- Our solution combined security, cost-efficiency, and an optimized delivery model for accelerated execution and path to faster tech debt remediation.

AI@Persistent

ITAssIst: Revolutionizing IT Support at Persistent

The Challenges

Persistent, a rapidly expanding global organization, encountered significant challenges in managing internal IT support efficiently. Traditional processes were not only time-consuming but also impacted on employee productivity and satisfaction. Key issues included:

- **Manual Processes**: Routine IT tasks, such as software installations, email alias management, and privileged access requests, demanded significant manual effort.
- **Long Turnaround Times**: Delayed resolutions hampered productivity and employee satisfaction.
- **Fragmented Tools**: Employees juggled multiple systems and relied on emails for approvals, leading to inefficiencies.
- **Lack of 24x7 Support**: The absence of round-the-clock IT assistance affected global teams across time zones.

Key Capabilities

- **Conversational IT Support**: Instant assistance through natural, chat-based interactions.
- **Task Automation**: Automated repetitive tasks, including software installation / uninstallation, email alias management, and privileged access, reducing manual workload.
- **24x7 Availability**: Continuous IT support for Persistent's global workforce, ensuring seamless productivity.
- **Seamless Integration**: ITAssIst integrated with enterprise systems like Oracle ERP, Summit AI, and Active Directory through APIs, enabling efficient workflows.
- **User-Friendly Interface**: Developed with React JS, Node JS, and Python, ITAssIst provided an intuitive platform for IT support interactions.

The Solutions

To address these challenges, Persistent launched **ITAssIst**, a GenAI-powered chat assistant designed to automate IT support and deliver an intuitive employee experience.

The Outcomes

ITAssIst delivered substantial improvements across Persistent's IT operations:

- **24x7 Support**: Guaranteed uninterrupted assistance, boosting employee satisfaction and productivity.
- **Enhanced Employee Experience**: A conversational, AI-driven approach enabled employees to focus on their core responsibilities.

Uniqueness

- **Customer Zero Implementation**: Persistent validated ITAssIst's scalability, efficiency, and impact by first deploying it internally before extending it to clients.
- **GenAI Leadership**: Leveraging Persistent's expertise in Generative AI, ITAssIst redefined IT operations with innovative solutions.
- **Natural Conversational AI**: ITAssIst provided instant value through intuitive chat-based assistance, transforming IT support.

Azure OpenAI | Kubernetes | Docker | MongoDB | RabbitMQ | TypeScript | JavaScript | Node JS | Work LM | Amazon Bedrock & Azure AI Search

PiAssIst: Streamlining HR Operations at Persistent

The Challenges

Persistent's HR operations faced inefficiencies and fragmentation, driven by:

- **Manual Processes**: Routine HR tasks relied on manual interventions, causing delays, and reducing efficiency.
- **Tool Fragmentation**: Dependence on multiple systems and email-based approvals created bottlenecks.
- **Limited Accessibility**: Lack of a centralized, always-available platform hindered employee support.
- **Wasted Resources**: Significant HR capacity was consumed by repetitive tasks, leaving less time for strategic initiatives.

Key Capabilities

- **Conversational Support**: Instant access to HR information (e.g., policies, leave balances, and benefits) through natural, chat-based interactions.
- **Task Automation**: Automated repetitive HR tasks, reducing manual workloads and enabling HR teams to focus on strategic priorities.
- **24x7 Availability**: Employees could resolve HR queries and access services anytime, improving satisfaction and engagement.
- **Service Desk Integration**: Seamless integration with enterprise systems ensured consistent and efficient workflows.

The Solutions

To address these challenges, Persistent implemented **PiAssIst**, a GenAI-powered HR assistant accessible via Microsoft Teams, designed to automate and simplify HR workflows.

The Outcomes

PiAssIst delivered transformative results for Persistent's HR operations:

- **50% Reduction** in time spent navigating tools and resolving HR-related tasks.
- **Improved Employee Experience**: Personalized, natural conversations enhanced satisfaction and engagement.
- **24x7 Support**: Always-accessible HR services boosted productivity and responsiveness.

Uniqueness

- **Customer Zero Validation**: Persistent deployed PiAssIst internally, highlighting its scalability, impact, and real-world efficiency.
- **GenAI Expertise**: Harnessed advanced GPT models to deliver intelligent and conversational HR support.
- **Operational Efficiency**: Combined automation and seamless integration to streamline HR workflows and drive productivity.

Azure OpenAI | GPT 4o | Azure AI Search | Node JS

DataAssIst: Enabling Informed Decisions at Persistent

The Challenges

Persistent encountered significant hurdles in efficiently accessing and analyzing key business data:

- **Manual Processes**: Data queries required manual intervention, causing longer turnaround times (TAT).
- **Fragmented Systems**: Disconnected tools made navigation and insight extraction cumbersome.
- **Repetitive Workloads**: Teams spent valuable time on data analysis tasks, detracting from strategic initiatives.
- **Limited Availability**: The lack of 24x7 accessibility hindered timely access to critical business insights.

To address these pain points, Persistent needed a centralized, AI-powered platform to streamline data access and accelerate decision-making.

Key Capabilities

- **AI-Powered Insights**: Real-time narratives and responses to empower faster, informed decisions.
- **Automation**: Eliminated manual data analysis tasks, enabling teams to focus on high-value activities.
- **Centralized Access**: User-friendly interface simplifying navigation and data retrieval.
- **Conversational Interaction**: Natural language capabilities for seamless employee engagement.
- **24x7 Availability**: Ensured uninterrupted access to vital business insights globally.

The Solutions

Persistent implemented **DataAssIst**, a GenAI-powered bot designed to deliver instant, actionable insights across key business domains such as revenue, people, policy, and contracts.

The Outcomes

DataAssIst delivered measurable improvements for Persistent:

- **Increased Operational Efficiency**: Data-driven decisions leading to better compliance to industry standards.
- **Enhanced Decision-Making**: Real-time, accurate insights across key levers for accelerated business outcomes.
- **Improved User Experience**: Personalized interactions enhanced employee satisfaction.
- **Cost Savings**: Consolidation of data management tools reduced operational expenses.

Azure OpenAI | GPT 4o | Azure AI Search | Python

ContractAssIst: Streamlining Contract Management at Persistent

The Challenges

Persistent faced significant hurdles in efficiently managing contracts:

- **Manual Processes**: Heavy reliance on email-based approvals caused delays.
- **Lengthy Workflows**: Navigating multiple systems to draft, compare, and review contracts increased turnaround times.
- **Error-Prone Handling**: Manual processes introduced inconsistencies and inefficiencies.
- **Collaboration Gaps**: Lack of a centralized system made contract management cumbersome.

Key Capabilities

- **Natural Language Interaction**: Users can query contract-related details and receive instant, precise responses.
- **Automated Workflows**: Facilitates email drafts, suggests contract improvements, and generates instant contract summaries.
- **Smart Comparison**: Quickly highlights differences between two contracts for easy analysis.
- **Comprehensive Dashboard**: Centralized view of contracts, approval progress, and workflow statuses.
- **Real-Time Notifications**: Keeps stakeholders updated on task progress and approvals.
- **On-the-Go Approvals**: Enables decision-makers to approve contracts directly from Teams.

The Solutions

Persistent deployed **ContractAssIst**, a GenAI-powered chatbot seamlessly integrated into Microsoft Teams, to transform contract workflows and improve operational efficiency.

The Outcomes

The implementation of ContractAssIst delivered measurable benefits:

- **95% Reduction** in email-based communications, accelerating collaboration and response times.
- **70% Reduction** in navigation time, saving 20-25 minutes per task.
- **Faster Decision-Making**: On-the-go approvals eliminated bottlenecks.
- **License Cost Savings**: Broadened user access without incurring additional licensing costs.
- **Comprehensive Audit Trails**: Improved accountability and transparency across contract workflows.

Uniqueness

- **Customer Zero Validation**: Persistent internally tested and validated the solution, demonstrating scalability and tangible impact.
- **Seamless Integration**: Operates within Microsoft Teams, ensuring smooth adoption and usability.
- **GenAI Expertise**: Combines advanced AI with intuitive features to revolutionize contract management.

Azure OpenAI | GPT 4o | Azure AI Search

LegalAssIst: Simplifying Legal Contract Reviews at Persistent

The Challenges

Persistent's legal contract review process faced several inefficiencies and delays.

- **Manual Reviews**: Significant manual effort was required to review NDAs, SOWs, and MSAs.
- **Lengthy Approval Cycles**: Email-driven workflows involving multiple stakeholders delayed decision-making.
- **Risk of Errors**: Manual processes increased the chances of overlooking critical clauses misaligned with business interests.
- **Operational Inefficiencies**: Navigating through contracts and managing approvals consumed valuable time.

Key Capabilities

- **Clause Analysis and Red-Lining**: Identifies clauses in NDAs, SOWs, and MSAs that deviate from Persistent's standard terms and conditions.
- **AI-Based Recommendations**: Provides actionable suggestions to align contracts with business objectives.
- **Real-Time Insights**: Delivers accurate insights within the Teams environment, ensuring accessibility.
- **On-the-Go Approvals**: Enables quick contract approvals, reducing delays.
- **Streamlined Collaboration**: Integrates with SharePoint and Persistent's legal systems, centralizing workflows and minimizing email dependence.

The Solutions

To address these challenges, Persistent introduced **LegalAssIst**, a GenAI-powered application integrated within Microsoft Teams, designed to automate, and optimize legal contract reviews and approvals.

The Outcomes

The implementation of LegalAssIst delivered measurable improvements:

- **Accelerated Approvals**: On-the-go approval capabilities reduced decision-making cycles.
- **Risk Reduction**: Enhanced legal compliance and reduced legal risks by flagging misaligned clauses and providing actionable recommendations, ensuring higher-quality reviews.
- **Enhanced Legal Productivity**: Freed up legal teams to focus on strategic priorities by automating repetitive tasks.

Uniqueness

- **Customer Zero Validation**: Persistent internally adopted and validated LegalAssIst, demonstrating its scalability and impact.
- **Seamless Integration**: Real-time insights and automation within the familiar Microsoft Teams environment improved adoption and usability.
- **AI-Driven Precision**: Combined advanced GenAI capabilities with intuitive workflows to enhance legal review accuracy and efficiency.

Azure OpenAI (GPT 4o) | Azure AI Search | Power Platform | Python | SharePoint

ResumeAssIst: Transforming Resource Management at Persistent

The Challenges

Persistent's Talent Management (TM), Resource Management (RM), and Delivery teams encountered several inefficiencies in resource selection and allocation:

- **Manual Processes**: Extensive manual analysis and prolonged coordination delayed resource decisions.
- **Email Dependency**: Heavy reliance on email communications resulted in inefficiencies and slow approvals.
- **Fragmented Systems**: Navigating multiple platforms increased the risk of errors and consumed valuable time.
- **Time-Consuming Efforts**: Delays in decision-making affected project timelines and resource allocation.

Key Capabilities

- **AI-Driven Insights**: Delivers precise, real-time recommendations tailored to project needs and team requirements.
- **Decision-Making Support**: Simplifies the evaluation process, enabling teams to make informed decisions quickly.
- **Seamless Integration**: Connects with existing systems, centralizing data and minimizing manual effort.
- **Enhanced User Experience**: Provides insights through natural, conversational interactions within Microsoft Teams.

The Solutions

To address these challenges, Persistent introduced **ResumeAssIst**, a GenAI-powered application that provides actionable insights for efficient resource recommendation and selection.

The Outcomes

The deployment of ResumeAssIst resulted in measurable improvements for Persistent's resource management:

- **Enhanced Client Satisfaction**: Best resource allocation per project to ensure minimized delays in project timelines and high client satisfaction.
- **Improved Decision-Making**: Faster and more accurate resource allocation thanks to AI-driven insights.

Uniqueness

- **Customer Zero Validation**: Persistent internally adopted ResumeAssIst, demonstrating its impact, scalability, and efficiency.
- **AI-Driven Precision**: Utilizes advanced LLMs to provide actionable insights, streamlining resource allocation.
- **Seamless Collaboration**: Integration within Microsoft Teams ensures a centralized and intuitive decision-making platform.

Azure OpenAI | GPT 4o | Azure AI Search

SmartQMS – PiQ Genie: Simplifying Data Access and Prediction with GenAI and ML

The Challenges

Persistent's PiQ system holds vast untapped data and insights critical for driving predictability and client success. Delivery and DeX teams rely heavily on historical data to predict and improve future outcomes. However, several limitations hindered effective data utilization:

- **Accessibility of Data**: Heavy dependency on technical teams to retrieve data, leading to delays and restricted availability.
- **Excel-Based Reports**: Manual data extraction and analysis from spreadsheets consumed significant effort and skilled resources.
- **Limited Insights**: Standard reports failed to meet the varied and evolving needs of multiple personas and stakeholders.
- **Absence of Predictive Analytics**: Lack of ML-driven statistical models for regression, classification, and clustering limited future planning capabilities.
- **Time-Consuming Efforts**: Manual data processing caused delays in decision-making and operational efficiency.

The Solutions

To address these challenges, Persistent developed **SmartQMS – PiQ Genie**, an in-house GenAI + ML-powered chatbot application designed to simplify data accessibility, deliver predictive insights, and empower decision-making.

Key Capabilities

- **Natural Language Query (NLQ)**: Enables structured database queries using natural language, delivering conversational responses through a chatbot interface.
- **Auto-Suggested Queries**: Context-driven suggestions for natural language queries, streamlining user interactions.
- **Ask Your Query**: Allows users to type their own NL queries, with auto-suggestions based on historical interactions.
- **ML-Based Predictions**: Generates "What-If" scenarios with predictive insights, enabling informed decision-making and actionable recommendations.
- **User-Friendly Interface**: Intuitive chatbot interactions ensure simplified user experiences and actionable insights.

Azure OpenAI | Python | Azure Cognitive Search

Uniqueness

- **Homegrown Innovation**: SmartQMS – PiQ Genie was developed internally, highlighting Persistent's capability in building proprietary GenAI and ML solutions.
- **GenAI + ML Hybrid Solution**: Seamlessly integrates GenAI and ML to deliver both descriptive and predictive insights.
- **Roadmap for Co-Pilot Capabilities**: Planned integration with Microsoft's ecosystem to deliver advanced cognitive insights and recommendations tailored to Persistent's knowledge assets.

The Outcomes

The implementation of SmartQMS – PiQ Genie delivered tangible benefits for Persistent's Delivery and DeX teams:

- **Improved Delivery Predictability**: Historical data analysis and ML-powered performance predictions enable proactive interventions and improved outcomes.
- **Enhanced Client Success**: Early warnings and data-backed decision-making significantly increase the likelihood of project success.
- **Faster Decision-Making**: Conversational interfaces reduce time spent on data extraction and processing.
- **Scalable Insights**: Customizable insights meet the needs of multiple stakeholders and personas.

Re(AI)magining™ the World

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization to businesses across industries. With over 23,200 employees located in 19 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including AI-enabled software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company has been recognized as the "Most Promising Company" of the Year by CNBC-TV18 at the 2023 India Business Leader Awards. Persistent has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 327% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in the 2024 Brand Finance India 100 Report.

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