A leading global technology company revolutionizes enterprise collaboration by deploying a secure, scalable GenAI-powered platform for 62,000 users

Customer

The customer is a global edge-to-cloud leader, dedicated to transforming businesses by delivering innovative, scalable solutions that bridge the gap between data and actionable insights, driving operational efficiency and digital growth.

Business Challenge

With teams across multiple departments, such as legal, HR, finance, and marketing, they needed a solution to streamline operations while maintaining the highest security standards. They aimed to go beyond the traditional chatbot experience, envisioning an advanced platform to support complex document handling and deliver insights across different business groups.

The client's initial chatbot platform failed to meet expectations due to several key limitations:

Key challenges:

- **Performance Issues:** Operations were slowed down by lousy model latency, high token use, and no real-time streaming.
- **Security Issues**: Lacking Responsible AI practices, content filtering, and Azure's Web Application Firewall exposed vulnerabilities.
- **Poor User Experience:** The non-intuitive interface was challenging for non-technical users to manage documents.
- **No Multi-Tenancy:** Without secure multi-tenant functionality, administrative control across global departments was limited.

These issues hampered productivity, increased operational costs, and created security risks, pushing the client to seek a more robust and user-friendly solution.

WinWire Solution

WinWire, with its deep expertise in Microsoft Azure and Generative AI (GenAI) technologies, was selected to develop the next-generation chatbot platform—ChatHPE. The solution was built using Azure OpenAI and Cognitive Search technologies, ensuring scalability and security for 62,000 users across multiple departments.

Key Features Delivered:

- **Multi-Tenancy:** Enabled secure global deployment across different departments.
- **Improved Performance:** Optimized chatbot efficiency by reducing API calls, improving model response times, and enhancing containerization.
- **Enhanced Security:** Responsible AI guardrails, including bias detection, input/output controls, and content filtering, were implemented.
- **Advanced Document Handling:** Allowed users to upload, compare, and summarize documents in a secure environment.
- **User-Friendly Interface:** Streamlined workflows for legal, marketing, HR, and other departments with intuitive access to insights.

Technologies Used: Azure OpenAI, Azure AI Search, Azure Function Apps, Python, Azure Cognitive Services, Cosmos DB, Azure Blob Store, Azure App Service, Azure Container Registry.

Business Value

- Improved user experience & chatbot performance
- Optimized resource usage
- Scalable to **62,000 users**
- **3X fewer costs** due to reduced API calls
- Executed **Responsible AI and guardrails**
- Ensured scalability of the chatbot for consumption across departments