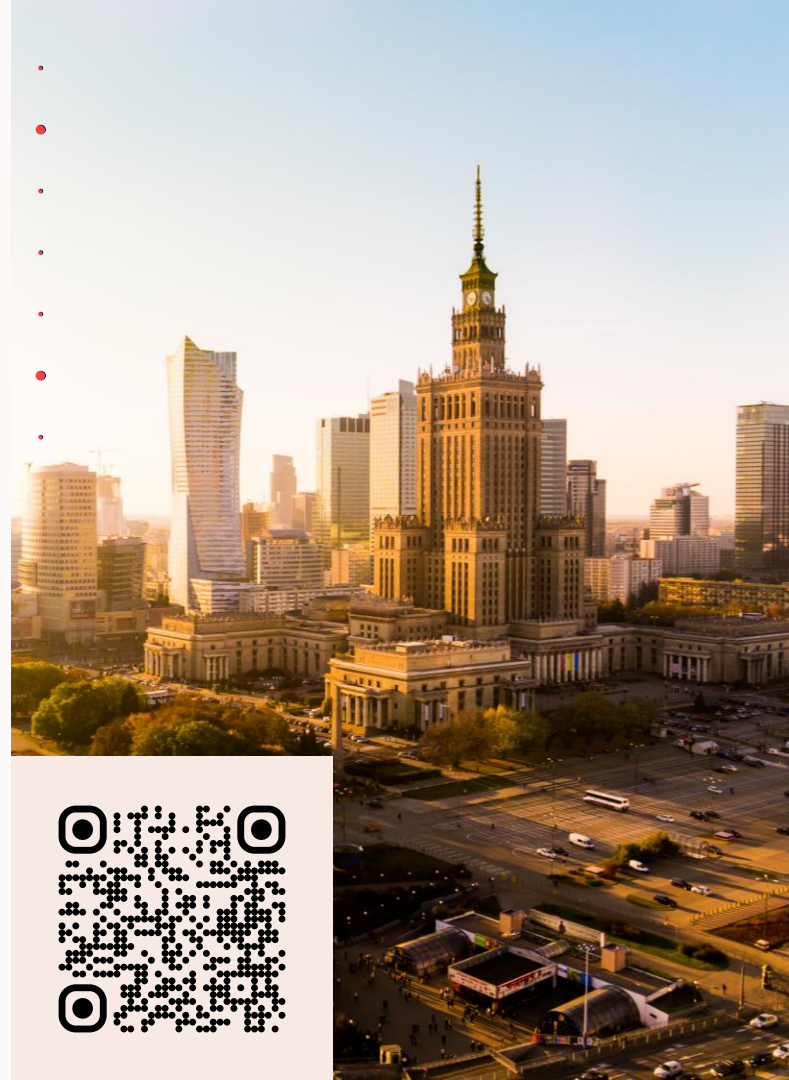


TIETOEVRY CREATE

AI Business Breakfast

with Microsoft and Tietoevry Create

11 June 2025, Warsaw



Custom AI Chatbots

Michal Hadrys
AI Expert, Tietoevry Create



Creating Value

Gen AI, NLP, Computer vision, Image Analysis, Prediction,
Anomalies detection, Intelligent automation

01 NLP

- Customer-facing GPT bots
- RAG solutions
- Data Analytics bots
- Executive Co-pilot
- Empowering contact center agents
- Multilingual translation chatbots and systems

02 Computer vision

- People detection, queue detection
- Video-based predictive maintenance
- Processing and analyzing audio and video data
- Digital Avatars

03 Prediction

- Time series prediction – sales forecasting
- Predictive maintenance
- Customer churn prediction and segmentation

04 Intelligent Automation

- Automation of company processes
- Optimization of manufacturing processes
- Robotic Process Automation (RPA) for back-office tasks

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RAG-Chatbot to Automate Company Operations

AI-powered automation of employee support processes to increase efficiency, reduce errors, reduce time and effort and enhance user satisfaction

Client:
A Leading European
Catering company

Industry:
Foodservice
multinational company

Location:
Europe

Employees:
580 000





Client background

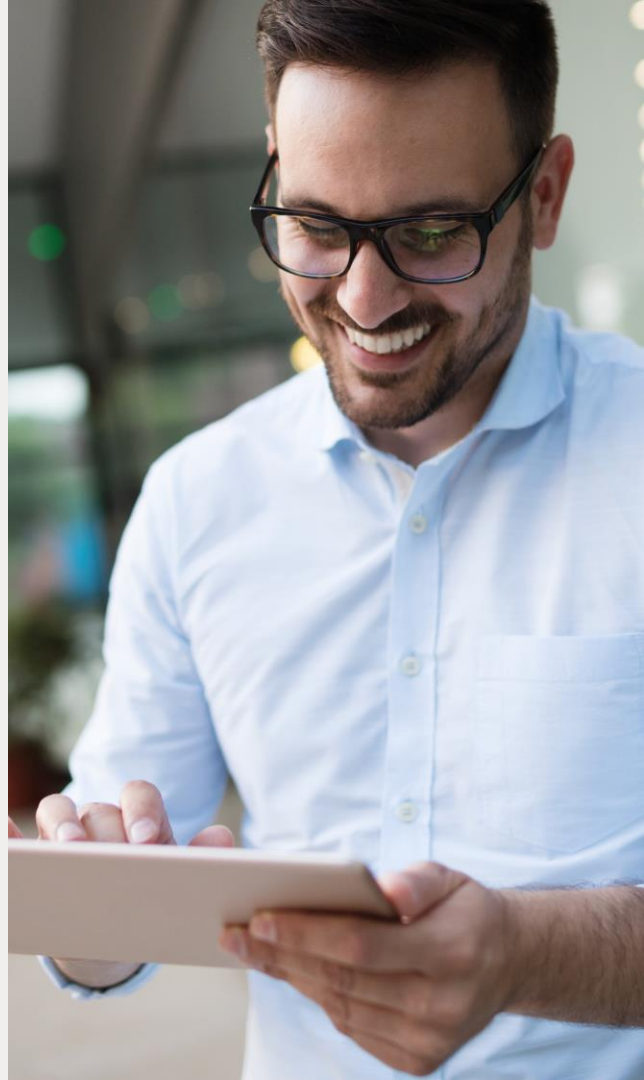
Our client is one of the leading European foodservice company. The client's activity includes serving millions of meals daily and manages extensive facilities worldwide. Their commitment to culinary excellence, hospitality, and innovative dining solutions makes them a prominent player in the catering and foodservice industry



Business challenge

The goal of the project is to develop a solution that provides standard capabilities of Azure Open AI for corporate users and demonstrate its ability to efficiently answer user questions, searching corporate in the information, automate routine tasks, and contribute to increased productivity.

- **Knowledge Base Integration** - integrate a knowledge base that encompasses relevant information to provide accurate and up-to-date responses by integrating the data from SharePoint into Azure Blob Storage
- **Question Analysis and Context Understanding** - develop algorithms for analyzing questions, understanding context, and extracting key information to generate precise responses
- **Data Privacy and Security** - implement robust security measures to ensure that the privacy and confidentiality data are available according to the user account with the privileges that are necessary to perform their intended function
- **Integrate the Azure AI bot** internally into the team, popularize the Solution by customizing it with additional features: Web and Voice interface, avatars





Business value

Created an AI-powered chatbot with Retrieval-Augmented Generation (RAG) functionality for corporate users can deliver significant business value across several dimensions

- **Enhanced Information Accessibility** - Employees can instantly retrieve accurate, context-aware answers from internal documentation, knowledge bases, and databases
- **Automation of Routine Tasks**
- **Scalable Knowledge Management** - The bot continuously learns and adapts to new information, ensuring that corporate knowledge is always up-to-date and accessible. Minimizes knowledge silos and supports onboarding and training of new employees.
- **Consistent and Reliable Support** - Provides 24/7 assistance with consistent quality, reducing dependency on human support teams for common queries.





Technologies

- Azure OpenAI
- Azure Web App
- Azure SQL Server
- Azure AI Search
- Azure Blob Storage
- Python
- Microsoft Teams



Solution in detail

ChatBot Development

An AI-powered chatbot based on Python and Microsoft Bot Builder Library.

Implemented a Retrieval-Augmented Generation (RAG) functionality that responded to user queries by extracting and summarizing relevant internal documentation.

Enabled image support for responses, attaching relevant visual data when needed.

Implemented saving correct responses as a FAQ base, enabling faster and accurate responses for common questions.

Data Indexing

Automated data retrieval from SharePoint Online, ensuring all necessary documentation was updated daily (weekly or monthly based on requirements) or on demand.

Developed complex data indexing algorithms using Azure SQL for structured data and Azure AI Search as a vector database for similarity search to streamline data retrieval based on user queries.

Administrative Panel

Built a robust admin panel for the management of user roles, access permissions, documentation updates, query adjustments, etc.

Implemented performance tracking tools to analyze chatbot response accuracy, user interactions, and overall solution efficiency.

Security

Ensured comprehensive security protocols with role-based access control and separate data spaces for each user group and department.

Provided support for external channels to enable secure access to specific data based on the user's permissions.

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Azure OpenAI Data Analytics Bot for Darnytsia

Pharmaceutical Giant Achieves Unprecedented Speed-to-insight with a GenAI-driven Solution

Client: Pharmaceutical Company "Darnytsia"

Industry: Pharmaceuticals

Location: Ukraine

Employees: 1,000+





Client background

Pharmaceutical Company “Darnytsia” is Ukraine’s largest producer of medicinal products, having long-standing pharmaceutical traditions. With 90+ years of history, Darnytsia takes the leading position in the domestic pharmaceutical market by volume for more than 20 years, which proves to be true by year-to-year indicators of the industrial and market activity of the enterprise, as well as authoritative branch ratings. Darnytsia shows significant progress within the process of digital transformation, succeeding in the implementation of market-leading technologies.



Business challenge

Darnytsia’s data analytics team struggled to address the ever-growing demand for BI insights from other business divisions. Thus, the client searched for a solution that would:

- Democratize access to data analytics across the company
- Rapidly address a large pool of internal data analytics requests
- Optimize the time, resources, and costs required to prepare BI reports

Implementing Microsoft Power BI Copilot was inefficient cost-wise, as Darnytsia had to process versatile requests of different complexity and timeframes.

Looking back at our cooperation, Darnytsia asked Tietoevry to develop a **GenAI-based data analytics solution**.





Business value

The solution acts as a smart corporate GenAI assistant:

- **Extraordinary speed-to-insight** – data analytics delivery was reduced from weeks to seconds
- **Optimized time and efforts** of the corporate data analytics team
- **Reduced costs** for creating and maintaining BI reports
- **Democratized access to analytics** – users do not need any Power BI or SQL knowledge
- **Reinforced security**, as Azure OpenAI does not use customer data for model training

Currently, we work on integrating **voice commands and seamless verbal responses** to the Analytics Bot



Solution

Engineered a Data Analytics Bot that is based on the retrieval-augmented generation (RAG) framework and built on the Azure OpenAI service, which:

- Processes the user's text prompts, generates an Excel file with the relevant analytics, and provides a concise summary of the findings
- Visualizes the insights in various forms upon request (graphs, charts)
- Supports multiple languages and tailors the response accordingly
- Can be deployed as a chatbot in Microsoft Teams, Slack, Google Chat, Viber, Telegram, or other apps
- Tracks the session/user IDs, SQL queries, and message indexes to avoid and fix data errors



Technologies

- Azure OpenAI
- Azure Bot Service
- Azure SQL Database
- Azure App Service
- Microsoft Teams

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Voice Interface with Digital Avatar

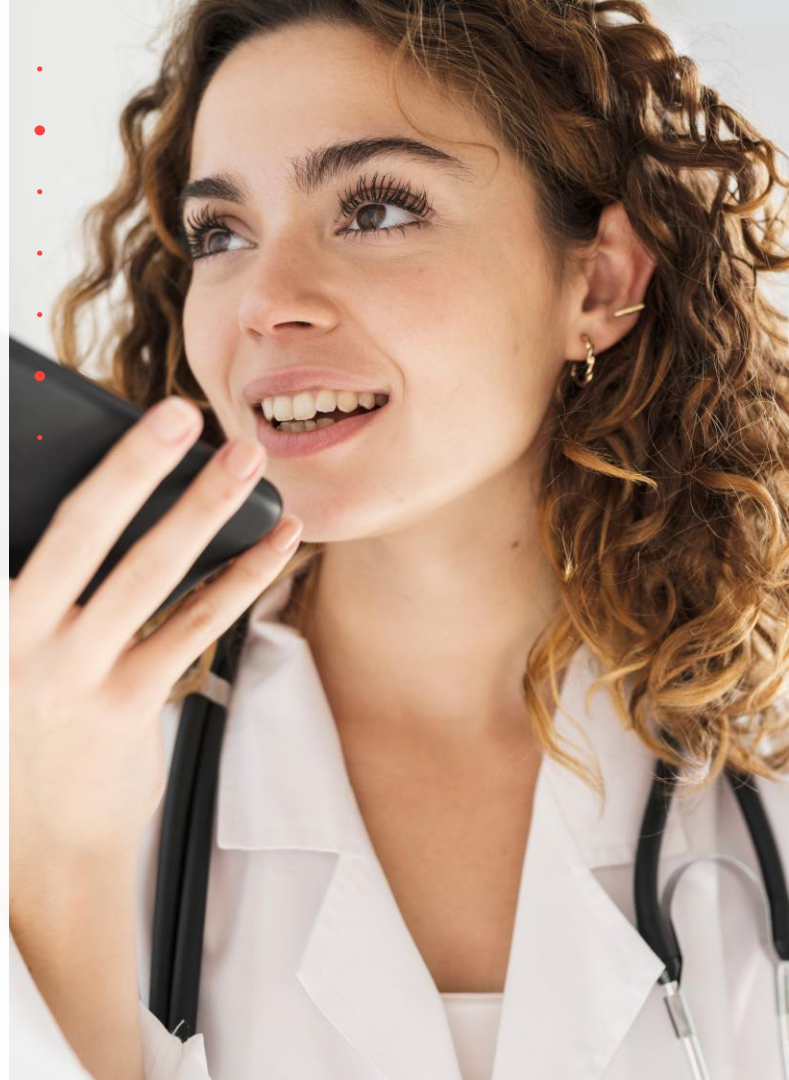
Enhancing User Engagement and Accessibility Through
Conversational AI and Visual Interaction

Client: Pharmaceutical
Company "Darnytsia"

Industry: Pharmaceuticals

Location: Ukraine

Employees: 1,000+





Solution

Tietoevry Create created a Voice Interface that can be connected with multiple solutions at once and enables convenient access to company chatbots.

The project involved:

- **Front-end development:** creating an application that delivers a seamless voice-driven user experience through a clean, intuitive design.
- **Back-end development:** web application that transcribes audio input in real-time, orchestrates communication between various chatbot services and generates spoken responses using advanced text-to-speech technology.
- **Digital Avatar:** Incorporating a digital avatar introduces visual expressiveness, fostering more natural interactions and emotional connection with users, which can enhance trust and user satisfaction.



Business value

The business gains brought to Darnytsia include:

- **Improves Customer Engagement:** Combines voice and visual interaction to create more natural, immersive user experiences.
- **Offers Hands-Free Convenience:** Ideal for situations where typing isn't practical—such as driving, multitasking, or using smart home devices.
- **Improves Accessibility for Users with Impairments:** Enables interaction through voice and visuals, making digital services usable for individuals with visual, motor, or cognitive limitations.
- **Unifies Access to Multiple Chatbots:** Acts as a single voice interface layer that seamlessly connects users to various backend chatbot systems across departments or services.



Technologies

- Azure Speech
- Azure Event Hub
- Azure OpenAI
- Azure Container App
- Microsoft Teams

Carpet weaving automation

Case for One of the largest Asian Manufacturing Company

The aim was the automation of all major business processes of the company:

- Carpet orders prioritization
- Loom finish time prediction
- Optimal carpet allocation to loom
- Yarn resource planning
- Sales prediction

The system automatically perform all major business processes 24/7 with human control in key decision points

All business process automation is closely integrated with each-other, results of one process are used in another as an input

RPA, System integration and Machine Learning used together:

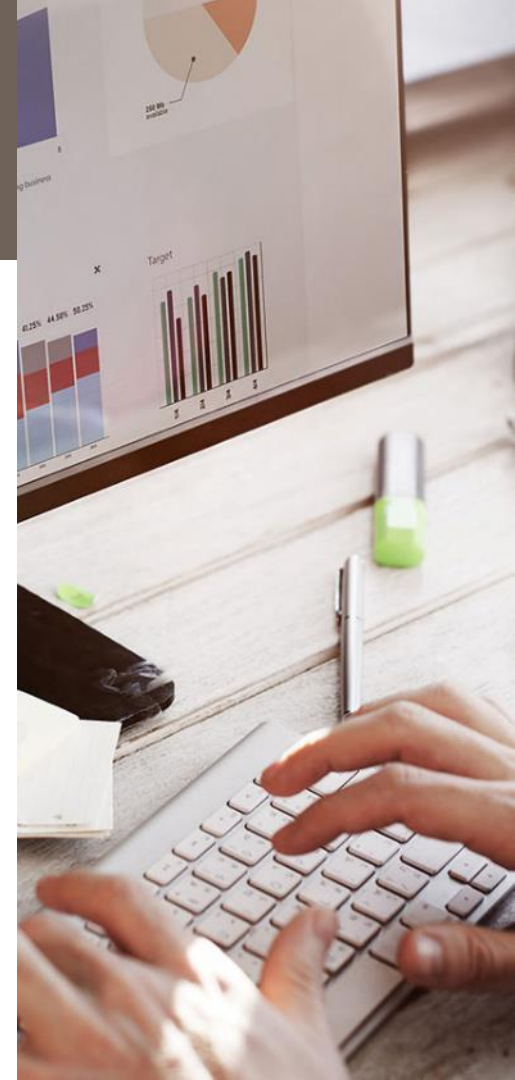
- Power Automate 15+ processes automated (SAP, 1C)
- ML: 3 models developed with automated training and automated QA

Before:

- 40+ employees were involved in the manual business processes execution
- Loom production efficiency was 75% (due to not optimal resources planning and carpet allocation to looms)

After:

- 8 employees involved in the key points decision making and analytics job
- Loom production efficiency increased to 89%



Support tickets classification

One of the largest construction company in Europe

Helpdesk team is spending a lot of time and resources for manual classification of incoming ServiceNow tickets and assigning proper Assignment Group to the ticket.

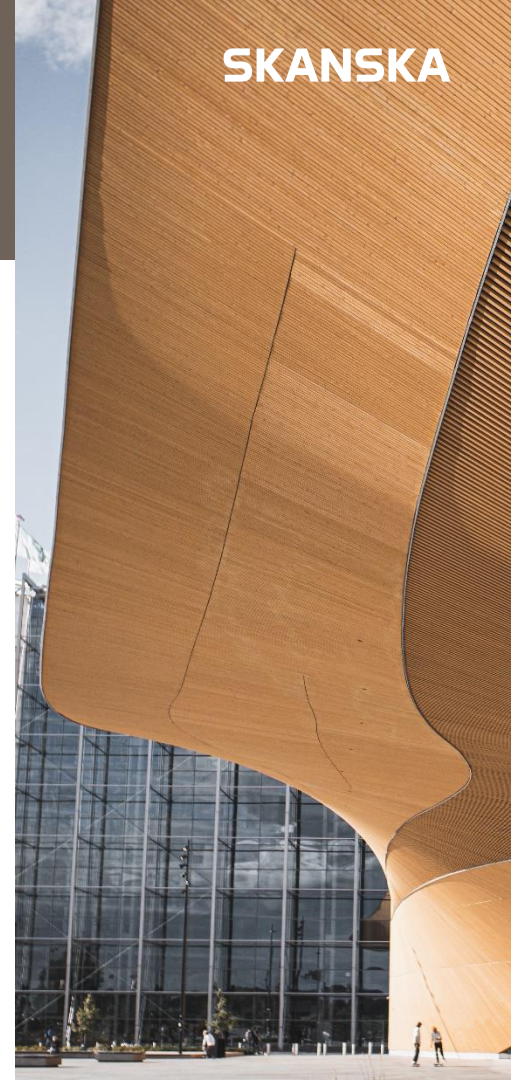
- System automatically classifies new tickets for 60+ classes
- System is automatically trained for new classes classification
- 3 Models are used
- pytorch BERT + lightGBM + logistic regression
- Rule-bases classifications applied additionally
- Accuracy 87%, 32k samples, 62 classes

Before:

3 employees were assigned to manual tickets classification

After:

System automatically classified 87% of tickets, 1 employee is assignee to tickets classification review on part time Ticket classification and assignment time reduced from 4 hours to 5 min



Success stories - custom business applications with Power Apps

Dymitr Kuczyński
Senior Sales Manager, Tietoevry Create



TIETOEVRY CREATE

Application to automate inspections and quality control for the food factories

Helping an Icelandic company transform their processes with a Power Platform solution

Client: A producer of canned cod liver products

Industry: Food

Location: Iceland

Employees: 40+





Client background

An Icelandic company - a leading producer of high-quality canned cod liver products worldwide — operating two production sites. They are well-regarded in the Icelandic raw material market, sourcing high-quality raw materials from various fisheries and gutting stations across Iceland. The company is committed to high-quality production, adhering to IFS certification standards for good manufacturing practices and traceability. They also emphasize sustainability, with both facilities certified according to MSC standards for sustainable fisheries.



Business challenge

The company wanted to improve the quality for the workers who were conducting the inspections and quality control

- Manual routine job previously done in Excel
- Lack of visualization of the inspection
- Flexibility of the solution to change the logic of the inspection if needed

Thus, our client requested TietoEVRY Create to become a partner for the project:

- Show the capabilities of Power Platform
- Improve daily routine
- Implement completely new tech
- Conduct a full-scale digital transformation





Solution

Tietoevry Create started the project with a PoC to demonstrate the tech capabilities on the example of 1 module – Personal Inspection - how routine tasks can be automated.

A Power Apps Canvas solution enables company specialists to conduct inspections and quality control, as well as modifies their processes:

- Built with several independent blocks that represent individual inspection or QC tasks.
- Integration with SharePoint, where documents and inspection data are stored.
- Individual design based on the clients' brand book.



Business value

The business gains brought to the company include:

- Improved workflow
- Automated daily routine
- Flexibility over the control of the quality and timeline of inspections and scheduled activities
- Accurate data insights
- Increased employee productivity
- Reduced cost for inspection
- Increased quality of inspection



Technologies

- Power Apps Canvas
- Power Automate
- Power BI
- Microsoft SharePoint

Facts

- **Team size** – 5 specialists: Consultant, Power Apps Developer, UX/UI Designer, Project Manager, QA.
- **Duration:** 24 weeks, Nov 2024 – Apr 2025
- Collaboration continues, as some blocks are still in delivery

TIETOEVRY CREATE

Increasing sales by automating lead generation for the sales team

Implementing custom questionnaires for sales with Power Apps to improve insurance lead gen processes

Client: Large German health insurance business

Industry: Health Insurance

Location: Germany

Employees: 10,000+





Client background

One of Germany's oldest and largest health insurance providers, with a centuries-long history.

The company provides its services to over 5 million customers across the country, offering the widest range of health insurance services, standing at the forefront of digital, user-friendly service offerings.



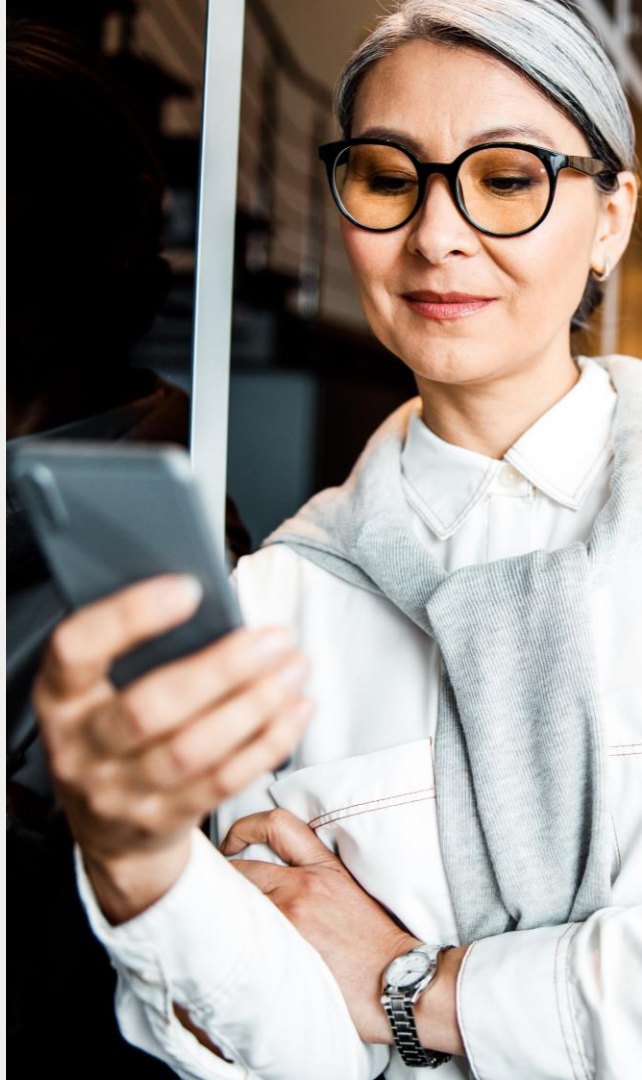
Business challenge

The company's insurance agents work with a variety of B2C & B2B customers and have up to 6 forms of questionnaires they need for particular customers.

- A legacy technology was supporting the lead gen processes
- Costly licenses

The company wanted to move from the old system to a modern, cost-effective, scalable, and fast-to-implement solution.

Power Pages and Power Apps were the most suitable solutions in terms of technological expectations, as well as time- and cost-effective. Since Tietoevry Create has extensive expertise in full-cycle, low-code app development services based on Microsoft Power Platform, the client asked us to become a partner for this project.





Solution

TietoEVRY Create developed a platform for the insurance company's customers to provide answers within tailored questionnaires, enabling the Sales team to propose the best offer based on customer needs.

- **Power Apps** – the solution to create questionnaires (membership application)
- **Power Pages** – to make the solution available to external users

The solution enables the following features:

- Google search by addresses
- Formatting phone numbers to international formats
- Identification of the gender by first name



Business value

The business gains brought to the company include:

- Increased sales
- Reduced costs (for the custom proposal preparation)
- Increased employee productivity
- Accelerated decision-making

Future plans: Integration with Dynamics Sales models, AI assistant and other internal tools



Technologies

- Power Pages
- Power Apps
- Azure Function
- Azure Web Jobs

Facts

- **Team** of 9 specialists: PM, Architect, 2 Consultants, UX/UI designer, 4 Power Pages developers, .NET developer
- **Duration:** Nov 23, 2024 – Ongoing

Stay in Touch

If you have any questions, please reach out to:

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Thank you

Learn more at tietoevry.com

