

GenerativeShield

[DTH]



Creates digital assistants capable of using business data to support conversations with the naturalness of generative AI

Main benefits

Expert digital assistants for your company, created in minutes

A few months after the release of ChatGPT, companies began to question how they could utilise the communicative capacity of Generative Conversational AI with their own corporate data and information, without having to worry about the security and confidentiality of the data used by Foundational Models. GenerativeShield was born from this need, aiming to increase the speed of creation and effectiveness of intelligent digital assistants.

Scope

Medium and large-sized companies are actively considering with interest the introduction of generative AI in the enterprise, especially conversational AI.

The deployment of this technology requires substantial resources for ad-hoc planning and experimentation, both in terms of computation and the know-how needed to launch and manage initiatives.

These companies see numerous solutions crowding the market, without being able to effectively assess their technological reliability and data confidentiality.

Challenges facing companies

In this context, choosing the right software is complex and the available information does not always allow an informed choice to be made. Many of the software packages on the market completely rely on ChatGPT and inherit its main criticalities, such as GDPR compliance. Moreover, at this stage of technological evolution, relying on a specific Foundational Model vendor can be risky with high switching costs. Yet, companies are aware that not experiencing the benefits may be a missed opportunity.

The advantages offered

The corporate CIO can improve the effectiveness of intelligent conversational agents by evolving existing enterprise chatbots to provide users with a user experience comparable to ChatGPT, with full legal compliance and confidentiality. The company's users, both internal and external, can get fast and effective support, with an evolved user experience, without the stress and dissatisfaction typical of traditional chatbots.



S2E: approach and proposed methodology

GenerativeShield is a SaaS platform that allows companies to design and deploy their own conversational assistants in minutes, in a self-service and no-queue manner. By uploading the company's knowledge base into the platform and associating it with its assistant, it will be able to support timely and accurate conversations by providing information from company documentation, citing the references from which it draws the information. Through the initial configuration, each assistant will be able to have different purposes, instructions, directions and personalities to suit its purpose. Assistants can be integrated into the company website, application, or third-party software with a single line of code, or via API.

GenerativeShield is designed to guarantee the highest standards of security and confidentiality of corporate information. The platform enables the company to choose and change the Foundational Models used at no extra cost, easily and autonomously.

Future development benefits

The main advantages of GenerativeShield are:

1. Automation and enhancement of business conversations for each use case such as: Customer Support, Sales, Marketing, Employee Assistant, and many others.
2. Ready for production in minutes.
3. Secure and confidential uploading of your company data for assistant use, in a fully European and GDPR compliant environment.
4. Quick and easy integration with corporate applications such as apps and websites.
5. No constraints with a specific Foundational Model, being able to choose from the best performing ones and changing them at no cost when necessary.

Offer model

GenerativeShield is a product offered in four different annual adoption tiers: Bronze, Silver, Gold, Platinum.

Each tier is differentiated on the basis of the company's need to use the platform, represented by:

- 1) Number of Assistants available.
- 2) Number of conversations carried out.
- 3) Number of Knowledge Bases loadable.

Each tier of platform adoption includes ancillary services to support the company in the early stages of implementation, as well as including possible customisation activities depending on the chosen tier.