

Domain ISV

Services OPD

Location India

Objective

This application scales global customer Success teams by streamlining processes to boost performance and customer health. It enhances Net Revenue Retention (NRR) with automated insights and serves as a central hub for real-time customer data and AI-driven updates.



CASE STUDY

Scope

- Admin Console
- Email Integration
- Insights & Tasks(Auto-generated based on criticality)
- Recipe Engine (Predefined workflows)
- Ask AI (a feature that delivers AI-generated customer insights for CSM, including source references).
- Priorities (a dashboard that will allow CSM to prioritize his work).
- Customer 360
- Document Management

Solution

- ✓ **Development & Testing:** VAST built the application from the ground up and conducted thorough testing.
- ✓ **Centralized Access:** The app serves as a one-stop shop for Customer Success Managers (CSMs) to access insights, action points, task lists, and emails.
- ✓ **Time Efficiency:** Significantly reduces the time CSMs spend on data hunting and customer communication delays.
- ✓ **Metrics Tracking:** Enables CSMs to monitor valuable metrics like adoption rates and onboarding schedules, aiding in issue resolution.
- ✓ **Real-Time Updates:** Based on internal and external data sources, this service provides CSMs with immediate updates on account health and Net Promoter Score (NPS).

Value Added

- Delivered the application in record time on the Simplify platform with MongoDB tweaks.
- Demonstrated exceptional professionalism and communication skills.
- Managed scope changes, including email client creation and Google/Microsoft email server integration.
- Coordinated with 3 external teams for design, Data Engine, and Intelligence Engine integration.
- Provided additional DevOps support for deployment and integration of data engine and intelligence engine.
- Designed architecture and data models for the Data Engine team.

Frameworks & Tools



Domain ISV
Service AI/ML
Location USA

Objective

The project aimed to help users efficiently manage and categorize documents for easy access. It also provided a query system to deliver accurate, relevant answers based on document content, streamlining information retrieval.



CASE STUDY

Scope

- Develop a solution for document management with categorization.
- Implement a query system to return precise and relevant responses from the document repository.

Solution

- ✓ Our team developed a comprehensive application that allows effective document management.
- ✓ The application includes functionality for querying documents to obtain relevant information.
- ✓ Integrated User Management and Role-Based Access Control (RBAC) for secure access.

Value Added

- Leveraged the latest tools and technologies to exceed the project's requirements.
- Integrated RAG (Retrieval-Augmented Generation) as part of the core AI engine to enhance query responses with accuracy and relevance.

Frameworks & Tools

