

Tech Mahindra Integrates Microsoft Azure OpenAI to Boost Enterprise Knowledge Search

Technology

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The newly launched offering will enable enterprises to increase proficiency, productivity, and employee satisfaction

New Delhi, 30th June 2023: [Tech Mahindra](#), a leading provider of digital transformation, consulting, and business re-engineering services and solutions, today announced an integration with Microsoft to enable **Generative AI Powered Enterprise Search**. The new offering, Generative AI Powered Enterprise Knowledge Search under Tech Mahindra's **TechM amplifAI0->∞** suite of AI offerings and solutions, will help enterprises increase effectiveness and personalisation by using generative AI to unlock the full potential of enterprise data and present a multi-modal, multi-channel search experience.

Tech Mahindra's Generative AI-powered Enterprise Knowledge Search integrates Microsoft Azure OpenAI Service, Azure Cognitive Search, and Azure Language understanding to help enterprises unleash knowledge accessibility in a unique way, which will eventually improve the knowledge quotient within organisations. This will bring multiple AI-led capabilities like content summarisation, knowledge graph-led knowledge structuring, and a new kind of query interface.

Hasit Trivedi, CTO – Digital Technologies and Global Head - AI, Tech Mahindra, said, *“The emergence of generative AI and its advanced capabilities have sparked a renewed interest among enterprises to reassess how they approach enterprise search. An average knowledge worker spends a significant amount of time searching for information, leading to lower productivity and organisational efficiency. We are delivering an advanced enterprise search offering, which will unlock the full potential of data in enterprise environments with generative AI and offer a user-centric and efficient search, ensure tagging and indexing are correct, de-duplicate content, remove irrelevant content and*

maintain the repository, leverage advanced statistical analysis, Natural Language Processing (NLP), Large Language Model (LLM), etc. The offering provides for the manifestation of content transcending across different content types and multiple content sources."

Generative AI-Powered Enterprise Knowledge Search will help enterprises unleash new levels of productivity by optimizing business processes, empowering people, and creating high-quality customer and employee experiences. By facilitating faster information access and discovery, it will help enterprises improve employee productivity and satisfaction by creating more intelligent, personalized, and effective experiences. Users can also search for information from images, audios, videos, and other types of content in addition to documents. Further, an omnichannel experience is provided by being able to search across multiple channels, such as voice assistants or conversational AI platforms.

Sangita Singh, General Manager IT&ITES, Microsoft India said, *"Tech Mahindra's offering integrates Microsoft Azure AI to enable enterprises to tap into Generative AI, unlock the full potential of their data, and create a multi-modal multi-channel search experience. This will not only enhance effectiveness and personalisation, but also boost employee productivity and satisfaction."*

The launch of Generative AI-Powered Enterprise Knowledge Search is in line with Tech Mahindra's continuous endeavour to transform enterprises with advanced AI-led offerings and solutions, along with its recent addition of Evangelize Pair Programming and Generative AI Studio.

About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates, and the society to Rise for a more equal world, future readiness, and value creation. It is a USD 6+ billion organization with 157,000+ professionals across 90 countries helping 1290 global customers, including Fortune 500 companies. It is focused on leveraging next-generation technologies including 5G, Metaverse, Blockchain, Quantum Computing, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. It is the only Indian company in the world to receive HRH The Prince of Wales' Terra Carta Seal for its commitment to creating a sustainable future. It is the fastest growing brand globally in 'brand value rank' and amongst the top 7 IT brands globally in brand strength with AA+ rating. With the

NXT.NOW™ framework, Tech Mahindra aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. Tech Mahindra aims at delivering tomorrow's experiences today and believes that the 'Future is Now'.

Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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