

SUCCESS STORY

LBBW focuses on future with own GenAI solution

GFT EnterpriseGPT provides secure and efficient support for around 8.200 employees



GenAI solution complies with technical and regulatory challenges



Opportunity to increase competitiveness



Secure enterprise solution for nearly 8,200 employees

ARTIFICIAL INTELLIGENCE



BOTS



THE CHALLENGE

Introduce a first, secure GenAI chatbot for all employees

- LBBW, a medium-sized universal bank, sees this technology as an opportunity to achieve productivity gains, transform work processes and increase its competitiveness
- Especially in highly regulated industries such as finance industry, developing and launching a GenAI solution comes with several technical and regulatory challenges, including:
 - Data protection regulations
 - Prohibition of further use of data
 - Protection of trade secrets
 - Scalability and performance

THE PROJECT

Delivering a customised GenAI solution

- GFT developed a customised GenAI application in a short time, that provides users with access to the most advanced GPT models from Microsoft Azure OpenAI Services.
- SaaS cloud solution frees LBBW from the need to invest periodically in software or security updates. GFT EnterpriseGPT is highly standardised, runs on all common cloud platforms and can be expanded at a minimal cost.
- GFT EnterpriseGPT is easy expandable using plugins to enable dynamic expansion of functionality. For example, the web search plugin uses Bing to search the internet in real time. Answers are labelled with precise sources to ensure effective fact-checking and transparency of data provenance
- Potentially thousands of users can access the solution at the same time and deliver real-time answers cost-effectively