



Enhance customer support and operational efficiencies

Deploy virtual assistants with a private cloud for AI



Hewlett Packard
Enterprise

Enterprises today face immense pressures to stay competitive in a rapidly evolving market. These pressures include the need to innovate continuously, respond swiftly to changing customer demands, and manage operational costs. Additionally, the global nature of business requires round-the-clock customer support and engagement.

Virtual assistants can significantly alleviate many key challenges enterprises face:

Customer support

- **High volumes** of customer inquiries are difficult to tend to meaningfully
- **24/7 availability** leads to high staffing costs
- **Accurate and consistent information** across different channels is difficult to ensure

Marketing and engagement

- **Customer engagement** requires interactive content, personalized messages, and proactive communication
- **Customer feedback** needs to be gathered to improve operations and engagements
- **Campaign management** necessitates constant reminders and follow-ups that are tedious to do

Operational efficiency

- **Repetitive tasks** don't allow employees to focus on higher value activities
- **Scheduling** appointments, meetings, and calendar events is inefficient
- **Data** needs to be gathered and organized from various sources to support decision-making processes



Solving key challenges with AI

The integration of AI-driven virtual assistants enables enterprises to operate more efficiently, ultimately fostering a more agile and resilient business environment while maintaining high-quality standards.

AI can help address the critical challenges that enterprises face today:

- **Enhance customer support**

- Free up human agents to deal with more complex issues by providing instant responses to many inquiries simultaneously. This ensures faster resolution times and improves customer satisfaction
- Improve customer experience by offering 24/7 support. Customers receive help whenever they need it, potentially increasing customer loyalty
- Build trust and ensure that all customers receive the same level of service by providing consistent and accurate information based on preprogrammed responses and continuously updated knowledge bases

- **Improve marketing and engagement**

- Enhance customer loyalty and retention by keeping customers engaged with interactive content, personalized messages, and proactive communication based on their preferences and browsing behavior
- Get valuable insights into customer satisfaction and areas for improvement by providing automated surveys and gathering feedback from customers in real time
- Refine campaign implementation by sending automated reminders, tracking campaign performance, and providing insights on customer interactions

- **Boost operational efficiency**

- Improve overall productivity by automating repetitive administrative tasks, such as scheduling meetings, managing calendars, and organizing documents
- Enhance time management and coordination within the organization by managing appointments, meetings, and calendar events, ensuring that schedules are optimized, and conflicts are minimized
- Support better-informed business decisions and strategic planning by collecting and organizing data from various sources, making it easily accessible for analysis and decision-making



A private cloud for AI

HPE Private Cloud AI is the engine behind implementing these new efficiencies and outcomes in your organization.

HPE Private Cloud AI, part of NVIDIA® AI Computing by HPE, is a turnkey private cloud solution for inference, retrieval augmented generation (RAG), and fine-tuning use cases. Codeveloped with NVIDIA, it delivers a cloud-based experience to simplify AI complexity, improve productivity, and speed time to value—while keeping data private, secure, and under complete control of enterprise IT. The solution can be deployed on-premises in colocations, edge locations, or data centers. And unlike full-stack AI solutions based on reference architectures that can take months to plan, build, and deploy with professional services, HPE Private Cloud AI is ready to use out of the box—providing productivity to AI and IT teams in minutes. All managed through HPE GreenLake cloud, it enables customers to expand and add AI capabilities as demand within the enterprise grows.



Key benefits of HPE Private Cloud AI

- **Instant AI productivity:** Get self-serve access to essential AI tools
- **Unified access to all your data:** Remove data siloes with one global namespace for seamless access to different data types, anywhere
- **Enterprise-grade confidence and control:** Protect data and models, and maintain performance and reliability of AI infrastructure, with multilayered controls
- **Cloud experience that keeps your data and IP private:** Deployed on-premises, designed for hybrid; flexible and modular with cloud technologies, economics, and scalability

Up and running in
three clicks

2x
increase in AI development
productivity¹

4x
faster time to inference²

Flexibility
to consume and manage
as demand grows

¹ 90% developer productivity increase is based on 2023 UA data: Reduction in total time to build, train, evaluate and operationalize ML model using bespoke tools in comparison with fully integrated workflows and self-service access to data and ML frameworks.

² The 4x faster time to inference is in comparison with the typical DIY manual steps to operationalize large language model (LLM) versus automation in AI essentials (for example, virtual assistant chatbot solution accelerator with RAG).





Accelerate AI success with Hewlett Packard Enterprise and NVIDIA

AI holds immense potential for driving transformation. However, the vast and fragmented ecosystem of AI software and hardware choices creates complexity and can jeopardize a company's most valuable asset—its proprietary data.

HPE Private Cloud AI helps to solve these challenges—simplifying complexity and improving productivity while managing enterprise risk from AI.

Wherever you are on your AI journey, HPE Private Cloud AI can help you accelerate success. Start fast, remain open, and consume flexibly to meet future AI opportunities.

Learn more at

[HPE.com/us/en/Private-Cloud-AI.html](https://hpe.com/us/en/Private-Cloud-AI.html)

