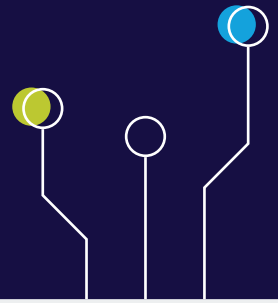# eRAG: Embracing GenAI for Everyday Business Decisions

eRAG empowers business users to make daily decisions and get tasks done, by enabling them to interact with organizational databases in natural language.

Empower your employees to make decisions quickly, autonomously and responsibly

Traditional data access requires specialized technical skills, leaving most business professionals dependent on IT or data teams for insights. eRAG eliminates this bottleneck. Now, any user can engage conversationally with enterprise databases, ask ad hoc questions in natural language and get instant, trustworthy and reliable answers. With the power of information at their fingertips, your employees have the agency to make decisions quickly, autonomously and responsibly.

eRAG transforms business decision-making:

- Enables non-technical users to leverage GenAI for business decisions
- Supplies instant, accurate answers to questions in natural language
- Provides real-time risk monitoring & mitigation

GigaSpaces Technology Delivers Effortless Data Interactions

Data Preparation

- Sophisticated reasoning engine extracts data from complex relational databases
- High-accuracy text-to-SQL module converts natural language questions into SQL so that all users can communicate with the organizations data

Data interactions

- Translates everyday business language into precise, accurate database queries across multiple databases
- Identifies similar query entries during conversations, featuring a unique mechanism that can adapt previously cached SQL queries for semantically similar new questions. The result: superb performance and lower LLM data flows.

When providing human feedback to responses and training eRAG

- eRAG continuously improves its accuracy based on feedback provided by users to questions

Dynamically Enhance LLM Responses

eRAG provides the context to natural language queries in real time, by dynamically isolating and using relevant components from the collected metadata and context. The platform can retrieve and generate relevant examples from previously asked questions, to enhance LLM responses dynamically, ensuring contextually aligned interactions.

Unified View

Delivers a unified view, so that natural language queries obtain responses with aggregated results from distributed data sources.
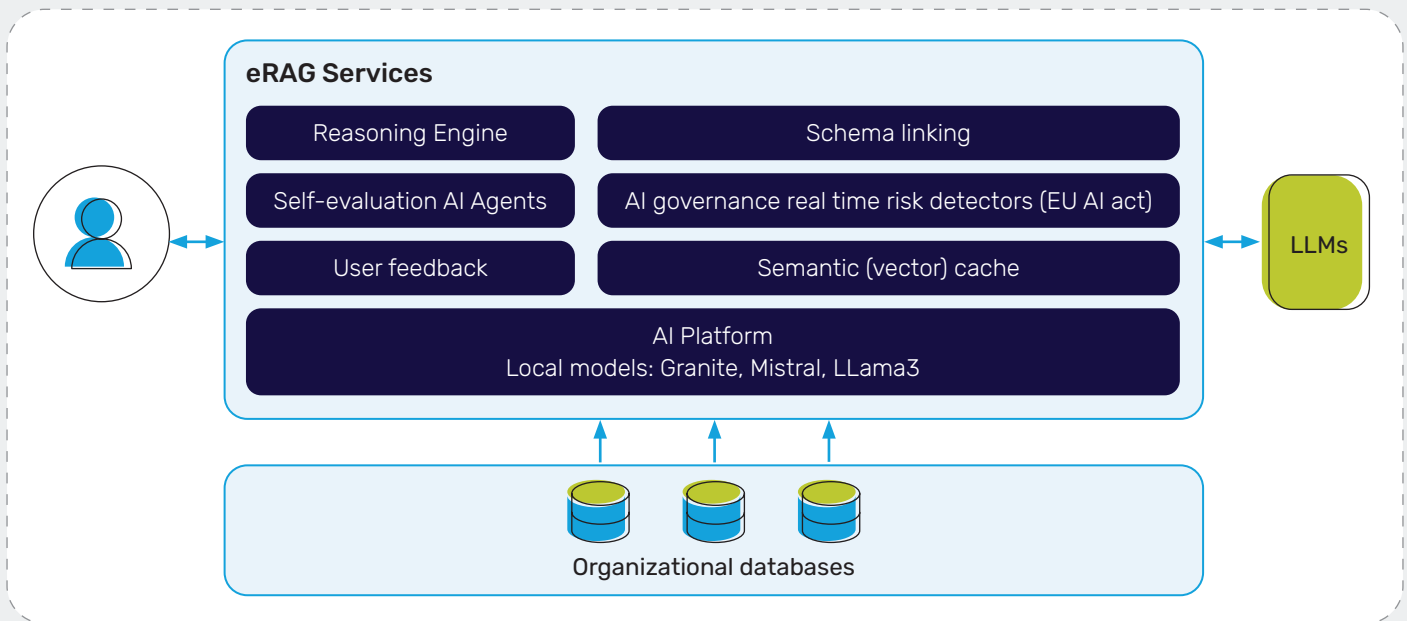
Governance and Risk Management

To ensure compliance with regulatory requirements such as the EU AI Act, GigaSpaces eRAG has integrated with Amazon SageMaker, and IBM watsonx.governance to enable real-time monitoring, risk assessment and mitigation for GenAI interactions with enterprise databases.

Use Cases

eRAG can be used by any industry or sector. Here are examples of how eRAG provides organizations with secure integration of their structured data with GenAI, enabling optimization of their business processes:

- A Pan-European Energy company was able within 3 months, to increase their operational profit, by improving their SLA by more than 27%.
- A Nordic IT company lacked visibility into each of its subsidiary's performance. With eRAG they have instantly gained access to granular operational and financial data to improve supply chain performance, improve bidding process, measure and compare subsidiaries' preference metrics and others. These insights and streamlined processes have improved financial and operational performance.
- A beverage giant was experiencing difficulties with their SAP ERP day-to-day supply chain activities. With eRAG, they can now quickly get the data points they need to optimize ongoing logistics and manufacturing operations, ensuring timely and efficient delivery of products.

eRAG Services

Reasoning Engine	Schema linking
Self-evaluation AI Agents	AI governance real time risk detectors (EU AI act)
User feedback	Semantic (vector) cache

AI Platform
Local models: Granite, Mistral, LLama3

LLMs

Organizational databases

Positive Impact on your Business

Empower your employees so that:

- Healthcare professionals can instantly access retrieve and analyze patient records, lab results, and imaging studies for comprehensive diagnosis and treatment plans
- Operations teams can optimize supply chain workflows with easily accessible inventory details
- HR professionals can compare workforce trends across multiple sites in moments
- Marketing teams can instantly gain insights from customer data

eRAG transforms how organizations leverage their most valuable asset: their data.

> By putting data directly into the hands of business users, eRAG empowers professionals to make informed decisions quickly and easily.
>
> **Interested? Talk with us**

About GigaSpaces

GigaSpaces provides high-performance, real-time structured data solutions that help organizations get more value from their data. These platforms support Generative AI, mission-critical applications, and real-time use cases that demand low-latency performance. The GigaSpaces GenAI solution, eRAG, enables technical and non-technical users to interact with structured data in natural language. This empowers teams to make informed and reliable decisions based on their organization's data.
The Company serves customers such as American Airlines, Morgan Stanley, Bank of America, Bath and Body Works, CSX, Goldman Sachs, Societe Generale, Credit Agricole, Avanza Bank, Avaya, CLSA, and UBS. GigaSpaces is an IBM Gold Partner.
For more information visit www.gigaspaces.com