

From Fragmented Data to Field-Ready Intelligence at Scale

AMBITION

A **global heavy-equipment manufacturer** supporting industrial and infrastructure markets operates a large, distributed field service workforce. While the organization has deep engineering expertise, field technicians often lacked fast, reliable access to trusted technical knowledge. The ambition was clear: **put accurate engineering intelligence directly into the hands of field technicians — instantly, anywhere, and at scale.** The organization set out to deploy a Generative AI assistant to support complex service operations in real time across regions and languages. To succeed, this required first **unifying fragmented service documentation into a clean, governed data foundation** — capable of powering reliable AI responses, multilingual technical search, and privacy-by-design access control.

ACTION

To make GenAI work at scale, the manufacturer partnered with **Wipro Engineering – Connected Services** to build a trusted, AI-ready data foundation. Rather than applying large language models to raw, fragmented content, Wipro engineered a clean, governed data backbone designed for accuracy, scale, and reliability. We delivered:

- **Unified Knowledge Core:** Consolidated, cleansed, and deduplicated multi-source service content into one trusted foundation.
- **Hybrid Intelligent Search:** Combined semantic and keyword search to deliver fast, context-aware technical answers in the field.
- **AI-Ready Architecture:** Modernized legacy systems and migrated to Databricks, enabling LLM-assisted knowledge retrieval at scale.
- **Governance by Design:** Embedded automated PII detection and masking to ensure continuous compliance without slowing operations.

AMBITIONS REALIZED

With the right data foundation in place, Wipro Engineering – Connected Services enabled the global rollout of a GenAI assistant technicians trust and use every day.

The Business impact:

- **90% reduction in data footprint** (125GB to 2GB), driving major cost efficiency.
- **Faster field execution**, with instant access to service intelligence across 29 global languages.
- **80% improvement in data quality**, ensuring accurate and reliable AI responses.
- **100% automated data privacy**, delivering always-on governance.

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