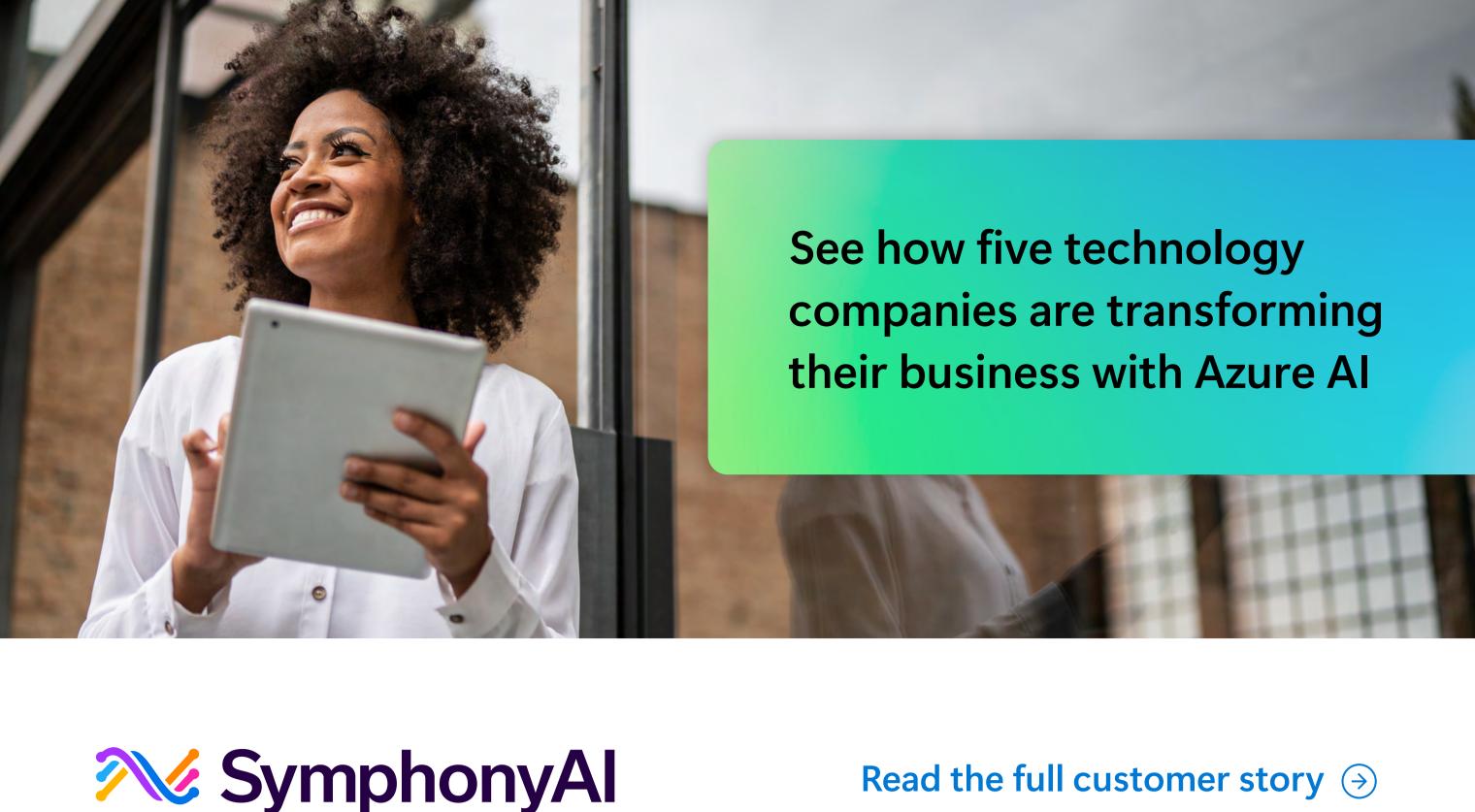# How software vendors are driving transformation with Azure AI

With AI technology becoming more accessible to businesses, software vendors want the ability to innovate exciting new features—without needing extensive AI expertise or driving up operational costs.

The Azure AI portfolio helps teams of all skill levels confidently integrate AI tools into their workflows so they can:

- Enable faster development cycles.
- Save time on coding.
- Reduce operational costs.
- Accelerate time to insight.
- Create differentiating customer experiences.

See how five technology companies are transforming their business with Azure AI

SymphonyAI

Read the full customer story

SymphonyAI unlocks operational efficiencies and boosts revenue

High-value solutions using AI technology that deliver greater value across a range of verticals.
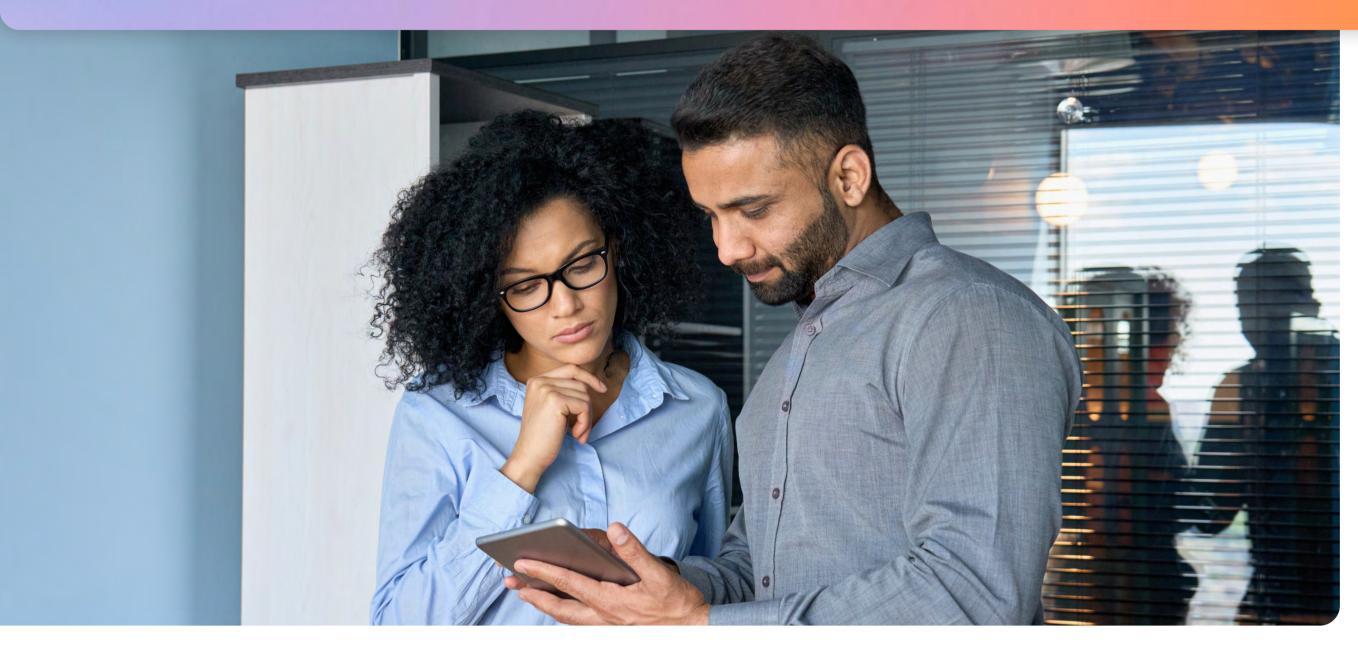
Fast, reliable financial crime discovery

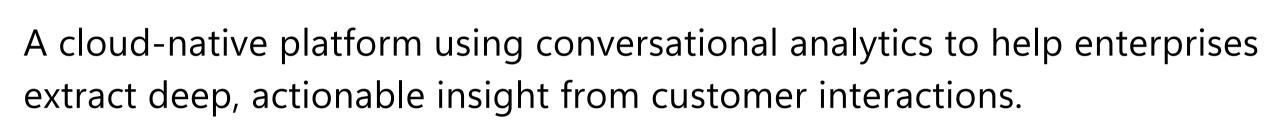Built with Azure OpenAI Service, the SymphonyAI Sensa copilot is a generative AI assistant that collects data from multiple sources and summarizes it for financial investigators in a comprehensive, human-like narrative to help them detect threats in less time and with improved accuracy.

70% improvement in investigator productivity

Freed-up investigators can focus on real risks

CallMiner

Read the full customer story

CallMiner facilitates high-quality customer experiences

A cloud-native platform using conversational analytics to help enterprises extract deep, actionable insight from customer interactions.

Smoothing communications between businesses and buyers

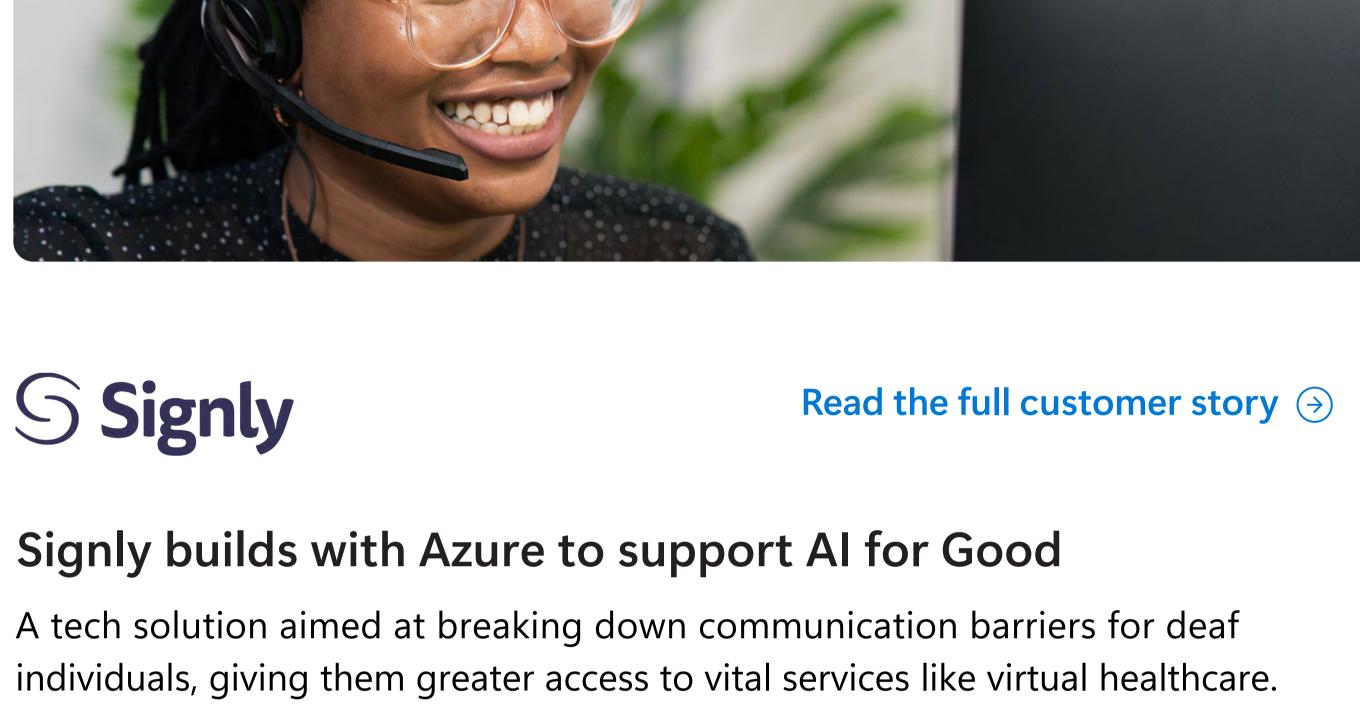Powered with Azure AI services, CallMiner's conversation intelligence platform helps companies understand their customers' needs on a deeper level. Enterprises can make decisions based on real-time sentiment and feedback by automatically elevating valuable contact center insights and actioning them into boardroom discussions.

Availability of real-time information reduces periods of silence during calls

Increased accuracy with processing different languages, dialects, and poor audio quality

Summarization redaction keeps sensitive data off the record

Signly

Read the full customer story

Signly builds with Azure to support AI for Good

A tech solution aimed at breaking down communication barriers for deaf individuals, giving them greater access to vital services like virtual healthcare.

Bridging the communication gap to provide better healthcare experiences

Built on Microsoft Azure, Signly is a fully managed sign language as a service platform that website owners in healthcare can use to communicate with deaf individuals using their preferred language. This not only makes healthcare services more accessible to a wider user base, but feedback from sign language users also reported time savings and higher self-esteem.

Ability to capture website text and provide fast sign language translation

Development of a new Microsoft Teams app connects hearing individuals with video remote interpreters

Clear, positive **impact on customer experiences**

AiFi

Read the full customer story

AiFi enriches brick-and-mortar shopping experiences

AI-powered autonomous solutions help retailers create frictionless in-person shopping experiences.

Shopping made better

AiFi uses Azure OpenAI to provide real-time insights into shopper behavior. Using this data, retailers like European supermarket Żabka can reimagine storefront layouts and payment options to create a more streamlined and convenient shopping experience.
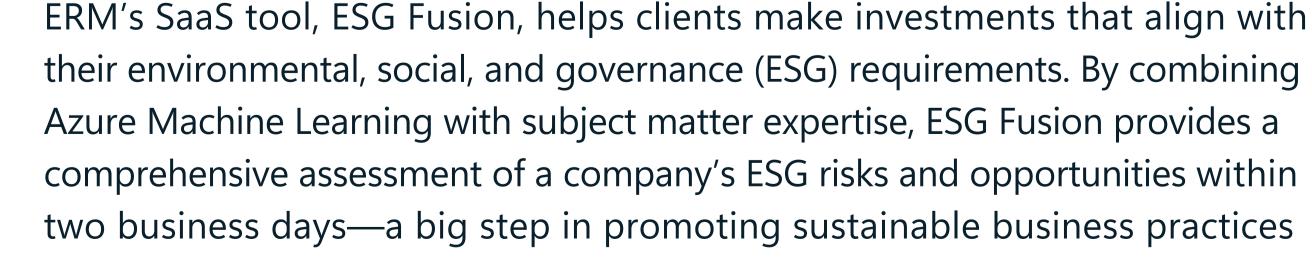
Enhanced customer experiences

Optimized store layouts

Reduced operational costs

ERM

Read the full customer story

ERM takes leaps for environmental sustainability

Helping companies and investors make environmentally and socially responsible decisions.

Enabling planet and people-friendly investing

ERM's SaaS tool, ESG Fusion, helps clients make investments that align with their environmental, social, and governance (ESG) requirements. By combining Azure Machine Learning with subject matter expertise, ESG Fusion provides a comprehensive assessment of a company's ESG risks and opportunities within two business days—a big step in promoting sustainable business practices around the globe.
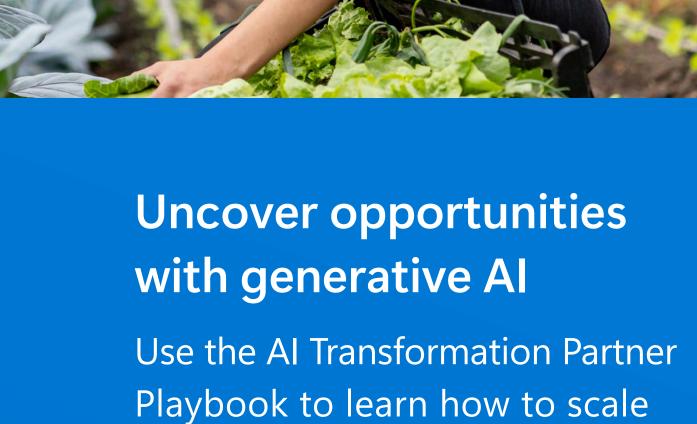
Automated retrieval of data from multiple web sources

Accurate reporting within two business days

50% reduction in time performing due diligence

Uncover opportunities with generative AI

Use the AI Transformation Partner Playbook to learn how to scale your AI offerings.

Learn more