



AI-Powered Agent Drives Enterprise Efficiency

Challenge

A leading retail supply company had invested in OpenAI licenses to create a secure, private instance of ChatGPT. While this ensured sensitive data could remain protected, the organization struggled to harness the full business value of this agentic AI technology. Employees were still spending excessive time navigating multiple applications for routine tasks and having difficulty managing more complex items such as administering the company's large number of leases or handling claim review requests.

The company lacked the in-house expertise to design the intelligent automation they desired, such as AI agents that could transform how their teams worked and simplify many tasks. The client needed a partner who could move the company beyond basic AI usage and help

them embrace enterprise-ready, secure automation that would deliver measurable business outcomes.

Solution

As a trusted partner on several previous high-profile projects, INSPYR Solutions was asked to design and implement a secure, AI-powered chat agent to modernize the client's internal processes. By leveraging agentic AI principles, our AI experts built an intelligent assistant capable of:

- **Automating routine workflows through natural language:** Employees could input requests for information, complete basic HR tasks like PTO requests, and trigger automated routines that the system would interpret and process the request instantly.
- **Streamlining multi-application navigation:** Instead of having

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to work across multiple apps, many complicated tasks could now be performed through a single conversational interface, eliminating time spent switching between platforms.

- **Managing lease data for over 2,000 store locations:** A specialized lease management agent allowed the client's real estate department to query renewal dates, options, and compliance requirements conversationally, reducing hours of manual research.
- **Proactive monitoring of lease renewals:** The system could now flag escalation dates, automate drafting of legal notices, and ensure landlord compliance.
- **Enhancing data integration:** We supported foundational work by helping centralize data in Snowflake and leveraging optical character recognition (OCR) technology to process contracts and product information, making previously unsearchable data available for AI-driven automation.
- **Providing on-demand analytics and reporting:** The team now had access to detailed information tailored to business needs.
- **Operating securely:** With the AI agents set up with appropriate governance within the client's private environment, the company's proprietary data was protected.

Through a series of consultative sessions, our team aligned the agentic AI solution with the client's enterprise security requirements and employee workflows, ensuring security as well as adoption and scalability.

Outcome

The project positioned the client at the forefront of enterprise AI adoption in their industry. With the new AI-powered agents:

- Employees could complete common requests in seconds, freeing them to focus on higher-value activities.
- Real estate managers eliminated hours of manual lease research with instant access to renewal and compliance information.
- Legal teams benefitted from automated notice drafting, reducing risk and accelerating contract workflows.
- Foundational data preparation expanded AI's reach across business systems, creating a pathway for future enterprise-wide automation.

The automation reduced operational friction, improved user experience, and demonstrated how conversational AI could provide real business value beyond experimentation. Most importantly, INSPYR Solutions' ability to connect emerging AI capabilities to real business needs secured our role

as a strategic partner in shaping the client's broader enterprise AI strategy.

Client Profile

The client is a nationally recognized retail supply company with thousands of locations across the United States. Known for serving rural and suburban communities, the company provides a wide variety of products and services to support the lifestyle needs of its customers.

Technologies Supported

Agentic AI, artificial intelligence, LLMs, OpenAI, optical character recognition (OCR), Snowflake

About INSPYR Solutions

Technology is our focus and quality is our commitment. As a leading expert in delivering flexible technology and talent solutions, we strategically align industry and technical expertise with our clients' business objectives and cultural needs. Our tailored offerings include a wide variety of professional services, project solutions, managed services, and talent resources, all bolstered by our strategic partnerships with cutting-edge technology services. By always striving for excellence and focusing on the human aspect of our business, we work seamlessly with our talent and clients to match the right solutions to the right opportunities. Learn more about us at www.inspyrsolutions.com.