



# AI-Powered Agents and Natural Language Processing Drive Enterprise Efficiency

## Challenge

A major retailer operating throughout the U.S. wanted to take its AI usage to the next level. While employees were using some AI functions, many 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 other administrative work.

The company wanted to utilize advanced intelligent automation such as AI agents that could transform how teams worked, simplify tasks, and save time. They 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, the client came to INSPYR Solutions for advice on how to achieve these goals. Our experts understood the client's needs and pitched the idea to design and implement a "super assistant" that would function as a secure, AI-powered digital assistant to modernize the client's internal processes and orchestrate various agents. By leveraging cutting-edge agentic AI principles, our AI experts built an intelligent assistant capable of:

- **Streamlining and automating routine workflows through natural language:** Instead of navigating through multiple apps, our solution made it possible for complicated tasks to be performed through a single conversational

**Our team aligned the agentic AI solution with the client's enterprise security requirements and employee workflows.**

interface, eliminating time spent switching between platforms.

Employees could input requests for information, create automations, and complete multi-step tasks all in one place. For example, an employee could use the “super assistant” to request PTO through a conversational chat interface that feels like talking to a human. Instead of having to go to the HR software to fill out forms and make the request, then to a calendar to block the dates, the super assistant manages these tasks as a human assistant could, saving employees time on many everyday administrative items.

- Leveraging LLMs and retrieval-augmented generation (RAG) for on-demand analytics and reporting:** The team now had access to detailed information tailored to business needs and could access it through a conversational interface. Instead of building out complicated, time-consuming reports, the client could now ask the “super assistant” questions and it would retrieve the information from the traditional data sources. Being able to simply ask AI, “What is the revenue for X region?” instead of compiling data manually represented an enormous change in how business could be done.
- Standardizing product data using Azure AI Content Understanding:** The client receives SKU sheets from

vendors in multiple inconsistent formats, which previously required manual formatting to make the data compatible with the company’s systems. INSPYR Solutions implemented Azure AI Content Understanding to read, categorize, and standardize these lists, automatically creating products in the client’s system and greatly enhancing the client’s product import process.

- Managing lease data for thousands of store locations:** A specialized lease management agent allowed the client’s real estate department to query renewal dates, lease 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 helped the client centralize data in Snowflake and leverage optical character recognition (OCR) technology to process contracts, legal documents, and product information, making previously unsearchable data available for AI-driven automation.
- Operating securely:** With the “super assistant” and other 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 accelerated the client's enterprise AI efforts and opened the door for further innovation. With the new AI-powered "super assistant" and other AI agents, these were just a few of the benefits the team experienced:

- Employees could complete common requests in seconds, all through one conversational interface, freeing them to focus on higher-value activities. Because the tool INSPYR Solutions created is so versatile, this includes everything from PTO requests and information retrieval to complicated reporting and advanced analytics.
- By implementing Microsoft's powerful Azure AI Content Understanding, the client's AI systems now automatically interpret and categorize thousands of vendor SKU sheets into a consistent format

for system uploads. What once required many hours of manual data consolidation was reduced to an automated process, saving significant time and improving data accuracy.

- 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 major retailer both online and across its many physical locations in the U.S. The company serves a diverse customer base by fulfilling a wide variety of needs no matter where customers are. This Fortune 500 business is known for providing great value to consumers through quality products, excellent service, and low prices.

## Technologies Supported

Agentic AI, artificial intelligence, Azure AI Content Understanding, LLMs, natural language processing (NLP), optical character recognition (OCR), retrieval-augmented generation (RAG), 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](http://www.inspyrsolutions.com).