

INGRITY taps into Dicker Data to streamline document search with AI

Creating a smarter solution for one of Australia's largest private insurance distribution groups

BACKGROUND

A growing partnership

Since launching in 2018, INGRITY has made a significant investment in expanding its Microsoft practice in partnership with Australia's most trusted IT distributor Dicker Data.

With our ongoing strategic advice and solution support, INGRITY has been able to achieve rapid, sustainable growth in customers, revenue and profitability.

Together, we've helped INGRITY grow its service suite too.

With Dicker Data's support, INGRITY has now achieved Microsoft Data and AI Solutions Partner Designation status, further enhancing its Microsoft credentials and expanding its offering to major cloud and AI projects.

'Everything we do is in close collaboration with Dicker Data. They understand cutting-edge solutions that can be built on Microsoft technologies and we get access to tech support on demand. Dicker Data has helped us build our Microsoft practice at a pace and in a sustainable way that has directly led to our fast and sustained growth.'



Randeep Goyal
Director – Data
& Analytics
INGRITY

CHALLENGE

Seeking a smarter document search solution

INGRITY's customer – one of Australia's largest privately owned insurance distribution groups – had grown fast and was seeking a solution that could keep pace with its expanding team's needs.

With a busy brokerage team of 50 employees working across multiple platforms and employing manual processes, they needed a smarter, faster, safer way to search detailed documents.

Importantly, the team not only found the process of manually managing and reviewing multiple documents time consuming but also prone to inaccuracies.

The time demands of sifting through unstructured data in PDFs also reduced the team's ability to focus on more strategic, high-value business initiatives.

SOLUTION

A solution built on proven partnerships and tech smarts

Tasked with designing a streamlined document search solution for its customer, INGRITY confidently managed the challenge end-to-end, knowing the Dicker Data Azure team was on call to collaborate and provide strategic advice and essential support.

Getting intelligent with AI

Based on a comprehensive analysis of the customer's existing document management protocols, the INGRITY team demonstrated how an AI-driven Intelligent Document Search Engine – powered by Azure OpenAI – could integrate with the customer's existing Microsoft platforms to improve search accuracy, retrieval time and platform integration.

How Dicker Data helped

■ **Solution design.** We collaborated closely with the INGRITY team to tailor an AI search solution to their customer's specific needs while adhering to stringent security and compliance requirements. Our team provided expertise in selecting the right tools and technologies to ensure the solution was robust and secure from the ground up.

■ **Integration assistance.** During the integration of Azure OpenAI with Copilot, the INGRITY team faced several challenges which we helped them overcome by providing custom configuration suggestions. Our guidance ensured a smooth integration process, allowing the AI capabilities to function seamlessly within their customer's existing infrastructure.

■ **Costing and BOM.** We also worked with the INGRITY team to optimise the cost of their solution by recommending various Azure benefits and cost control mechanisms. This included detailed analysis and adjustments to their bill of materials (BOM) to ensure maximum cost efficiency without compromising solution performance.

■ **Ongoing support.** Our support doesn't end with deployment. We continue to collaborate with INGRITY, helping their team to monitor performance to ensure the solution remains effective, and make adjustments to improve and scale the solution to meet evolving needs.

OUTCOME

Creating a platform for future success

With the support of Dicker Data, INGRITY was able to design and deploy a scalable, AI-driven Intelligent Document Search Engine solution for one of Australia's largest private insurance groups.

Thanks to AI, users can now also ask questions in natural language and get precise answers instantly, freeing up their valuable time to focus on crucial business tasks and strategic initiatives that can help their customer achieve even more.

As well as helping to future-proof this customer, INGRITY can now use its newfound expertise to help other businesses harness the power of AI while building its own business too.

'Working with the INGRITY team was an absolute pleasure! I was genuinely excited to be part of the technical side of the solution. Azure AI Search offered so many benefits right from the start. I can't wait to team up with the INGRITY crew on more exciting projects in the future!'

Mikki Chopra

Cloud Solution Architect
(Azure Infra and AI)
Dicker Data

'Dicker Data's need-based expert guidance and the support of their Solution Architect were crucial to our project's success. Their collaborative approach ensured we delivered a seamless, impactful solution, making them a trusted partner for customer success.'

Randeep Goyal

Director – Data & Analytics
INGRITY



It's all about *growing together*

The local Dicker Data Microsoft team is here to help Microsoft Partners modernise their practice, meet customers' changing needs, grow revenue and take the lead in the age of cloud and AI – just as we have with INGRITY.

■ **Expertise across Microsoft clouds.**

Our team is proficient across all Microsoft cloud services, so we can address a wide range of technical needs and challenges. Whether it's designing solutions on Azure, navigating Microsoft 365 or integrating business applications with Dynamics, we have the expertise to help.

■ **Security skilled and focused.**

We take security seriously. That's why our Dicker Data security and AI experts are also on hand to help ensure all solutions are built on a secure foundation and leverage the latest AI innovations.

■ **Certified trainers and MVPs.** We're proud to have 5 Microsoft Certified Trainers (MCTs) and several Microsoft Most Valuable Professionals (MVPs) on our team. MCTs are certified to deliver official Microsoft training courses, giving you access to high-quality, up-to-date education in Microsoft products. MVPs are recognised for their exceptional technical expertise and community contributions, providing valuable insights and advanced solutions.

■ **Partner support.** Our goal is to help our partners navigate the complex Microsoft product ecosystem. We offer personalised support to help you understand and leverage the full potential of Microsoft cloud services. This includes providing training, troubleshooting issues and offering strategic advice to optimise your use of Microsoft technologies.

Connect with our team to learn how

(02) 8556 8061 microsoft.sales@dickerdata.com.au dickerdata.com.au



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