

Galent



# Legacy Reimagined:

The Impact of AI on Customer Experience  
and Operational Excellence

A leading commercial furnishings manufacturer partnered with us to address significant challenges in customer interactions and operational workflows. We created and implemented Gen AI-powered configurators, design generators, and data-driven frameworks, to help the client achieve measurable efficiency and scalability.

The result?

**An Intuitive AI-powered platform that enhanced user experience, accelerated sales growth, and boosted operational scalability.**

 Read on to know how Galent helped the client solidify their position as a leader in the furniture and design industry.

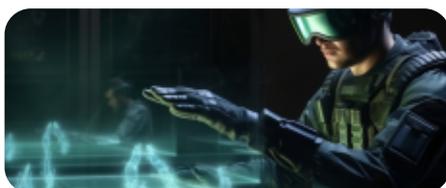
## Client Challenges

The client was faced with:



### Operational Inefficiencies in Customization and Pricing:

Manual processes hindered customer satisfaction, slowed workflows, and increased errors.



### Ineffective of Previous AI Initiatives:

Existing systems failed to meet the dynamic needs of customers and internal teams.



### Lack of Quantitative Metrics:

Absence of data-driven insights to measure time savings, efficiency improvements, or ROI.

## Strategic Interventions

We designed and deployed:

### AI-Powered Product and Price Configurators:



We designed a robust tool powered by Generative AI to integrate multiple data sources for seamless product selection and pricing - using Unstructured.IO for data extraction and processing, Conversational AI with a custom WebUI (future-ready for RASA integration) and PyMuPDF and Cohere Reranking Models for advanced retrieval-augmented generation (RAG).

Outcome

A streamlined and intuitive user experience, enabling faster decision-making and boosting sales

### Generative AI Design Generator for Custom Floor Plans:



We used advanced generative AI for automated floor plan creation tailored to client specifications.

Outcome

- Reduced manual design time.
- Enhanced scalability, allowing faster project turnaround.

### Framework for Advanced Quantitative Metrics:



We established a framework to measure efficiency and time savings and collaborated with partners like PeerIslands for advanced analytics and insights.

Outcome

Data collection underway, providing actionable insights to inform strategic decisions.

## Key Outcomes

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The Product and Pricing Configurators solved decision fatigue and enhanced user experience, driving sales growth.



Automation and Optimized Workflows improved productivity, minimized errors, and boosted overall operational performance.



Streamlined Custom Design Generation for floor plans significantly reduced manual effort and project lead times. It also improved scalability and readiness for larger projects.

Our solutions with intuitive configurators and streamlined design and pricing workflows - improved scalability, supported growth, and enabled data-driven decision-making to measure efficiency and ROI.

### Client Testimonial

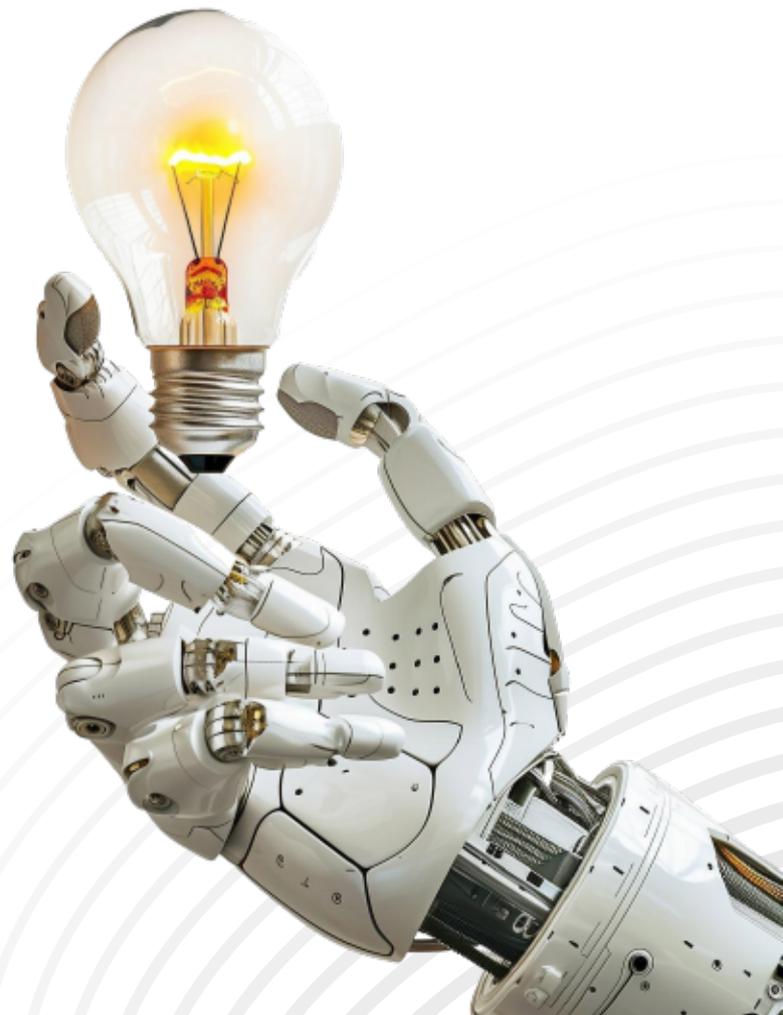
"Partnering with Galent has been a game-changer for us. Their AI-driven solutions enabled us to scale across new regions. We now have the insights we need to make data-driven decisions and measure our ROI. Their innovation has positioned us as leaders in the industry."

# Want to know more?

Visit our website to explore how Galent is driving innovation with **AI-powered solutions.**



Galent



## Partner with Galent

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Galent is an AI-native digital engineering firm that offers practical and business outcome-based services. It integrates digital engineering, workforce services, and consulting into a unified, enterprise-ready solution. See how at [www.galent.com](http://www.galent.com) or follow us [@galenthq](https://twitter.com/galenthq)

Partner with us to unlock AI's potential for your organization. Contact us at [info@galent.com](mailto:info@galent.com) or scan the QR code to connect with us directly.



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