



Data & AI Partner

Your reliable and competent partner in
innovative cloud solutions and integrations

About happtiq

- Google Cloud Premier Partner
 - Resell & Service
- Cloud Consulting and Services
 - Google Cloud Platform
 - Infra-, App Modernization & Data and AI
 - Cloud Native & DevOps Practice (Terraform, CI/CD, Automation)
 - Knowledge Sharing, Training & Enablement
 - Google Workspace
 - Collaboration Solution
 - Business Continuity Setup



happtiq Facts & Numbers



22+

Awesome people (& growing)



300+

Customers



85+

Projects delivered



Infrastructure &
Cloud Migration

Specializations



30+

Google Cloud
Professional Certifications



10+

Customer Success
Stories



2

Google Cloud
Partner Awards



30+

Ongoing Projects

Our customers

- Customer Focus
 - Agile Traditionals
 - Digital Natives
- Vertical Focus
 - Media & Entertainment
 - Software & Internet
 - Advertising & Marketing
- Customers in Austria, Germany, and Switzerland

PONS


SCHWÄBISCH.MEDIA

DER SPIEGEL

 Regional
Medien
Austria

karriere.at

 DuMont

noz

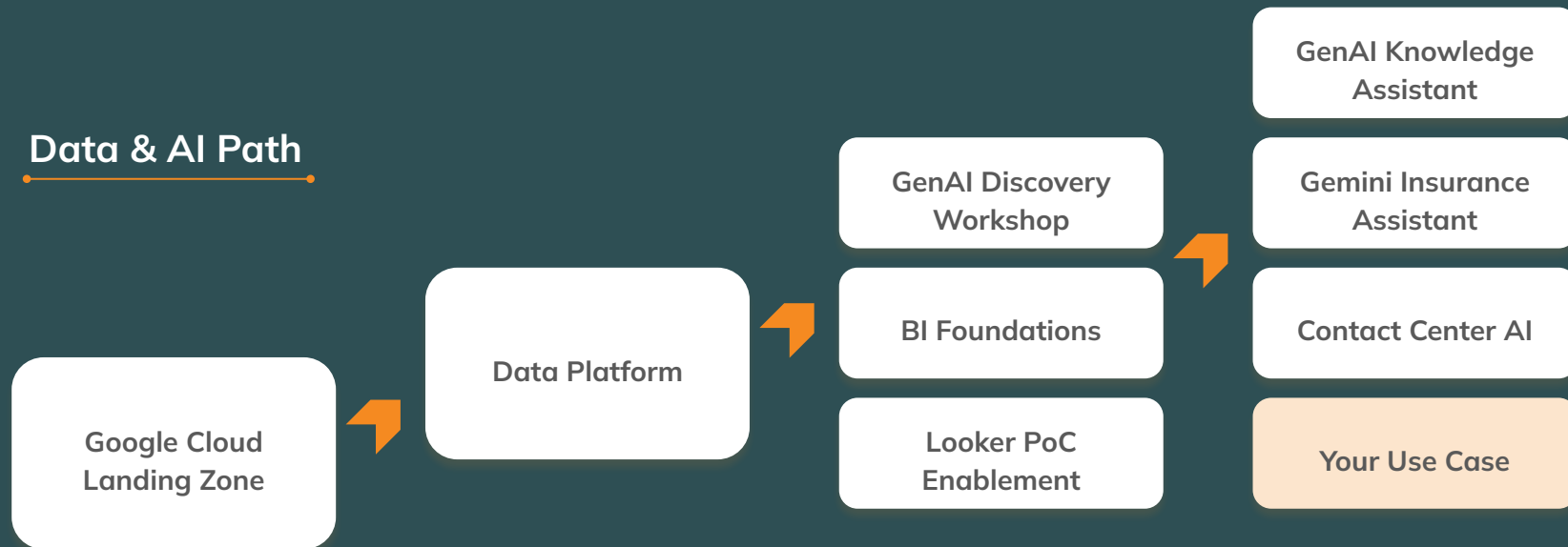
EVN

DR·WOLFF·GROUP

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Your Journey towards Data Success

Data & AI Path



1. Foundations

Setting up the GCP infrastructure for scalability, security, and efficiency.

2. Data Readiness

Unifying, governing, and making data accessible across domains.

3. Intelligent Expansion

Laying the groundwork for future analytics & AI use cases.

4. Operationalization

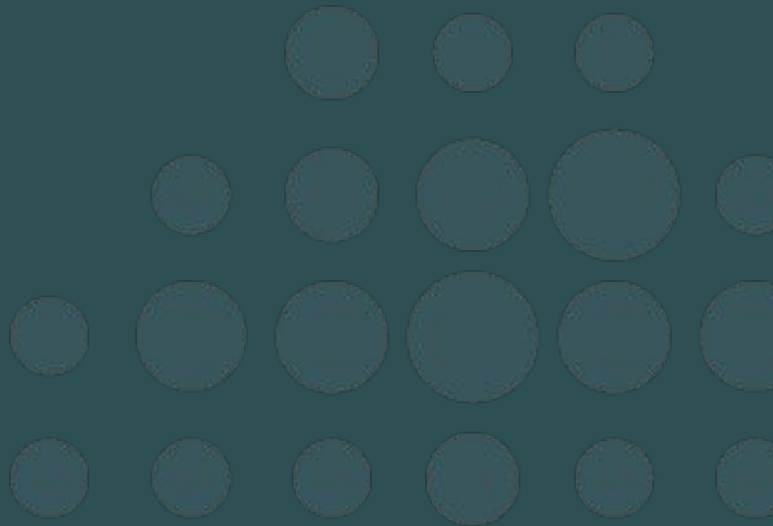
Moving workloads in production and extracting real value.

Data Platform PoC

Set the stage for a data-driven transformation journey, unlocking new insights and avenues for innovation.

[Customer Deck](#)

[OnePager](#)



Data Platform PoC

Our data platform is the **backbone** to **empowering** you harness your data across different contexts, enabling applications ranging from **business analytics** to **machine learning** and beyond.

Uncover your organisation's data potential by unifying, streamlining, and governing data across multiple **business domains**.

Areas covered



Lakehouse



Domain
Autonomy



Monitoring



Analytics



Pipelines

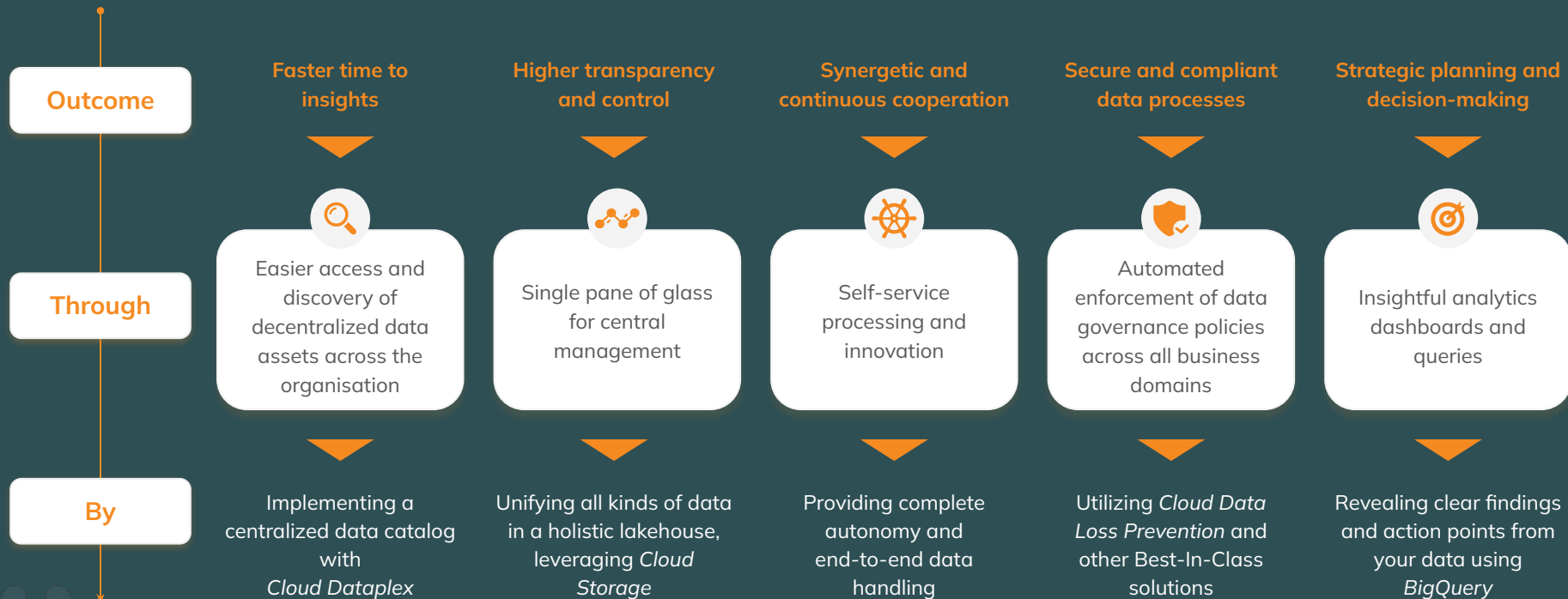


Governance &
Compliance



Security

Your advantages

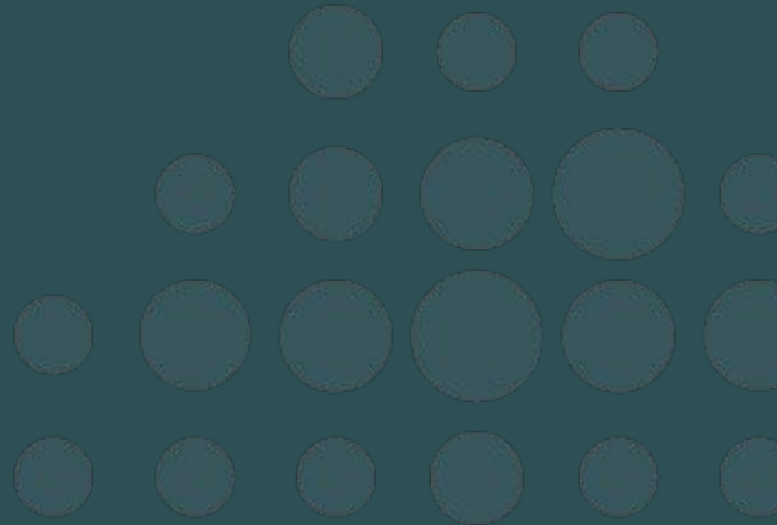


GenAI Discovery WS

To fully harness the capabilities of GenAI, teams must not only upskill, but also identify use cases that align with specific business objectives.

[Customer Deck](#)

[OnePager](#)



GenAI Discovery **Workshop**

This interactive workshop is designed to **empower your team** with the necessary skills to leverage **Google Cloud's** GenAI capabilities.

We will **support you**:

- engage with Google Cloud's GenAI solutions
- manoeuvre the use case ideation
- drive the initiative post-workshop with tangible results

Workshop focus



Status
Assessment



GenAI
Concepts



Use Case
Identification



Industry
Relevance



Obstacle
Navigation



Roadmap
Prioritization

Why our **Workshop**

Differentiation

Continuous support

Follow-up discussions on use cases implementation and additional resource sharing.

Strategic roadmap

Develop a prioritized roadmap together and receive a strategy paper for initiative guidance.



Pre-workshop collaboration

We help you acquire a complete overview of your company's data culture and readiness.

Comprehensive insights

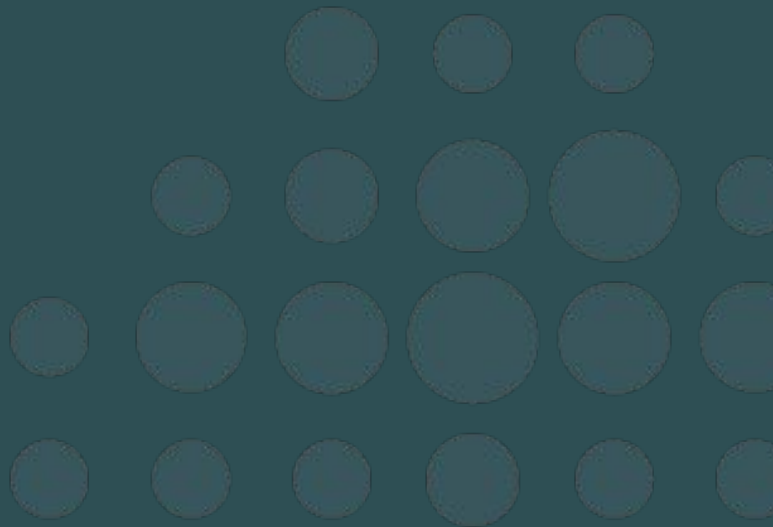
Learn about GenAI concepts on Google Cloud and their applications in your industry.

GenAI Knowledge Assistant

Unlock the full potential of language models and transform how teams access knowledge bases in a conversational manner.

[Customer Deck](#)

[OnePager](#)

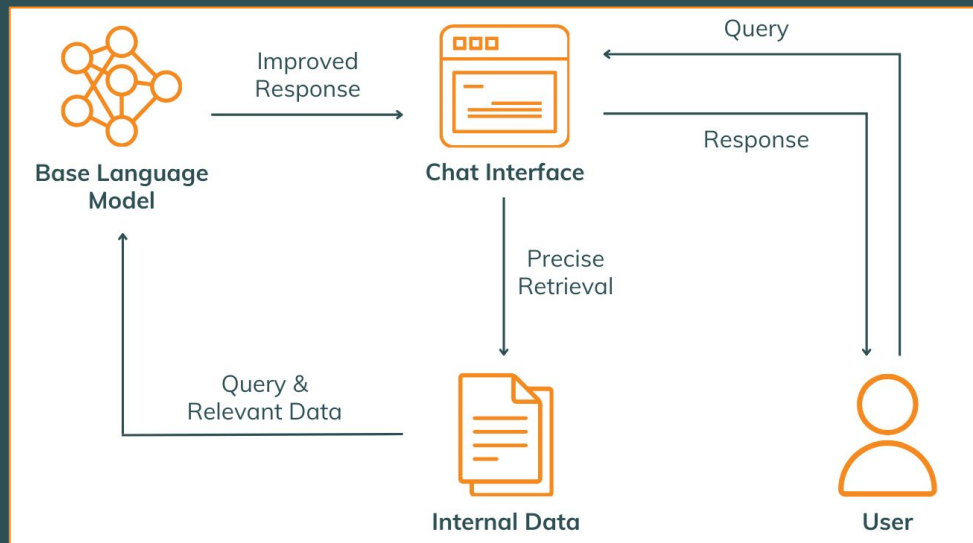


GenAI Knowledge Assistant

The GenAI Knowledge Assistant consists of an end-to-end system that leverages the Retrieval Augmented Generation (RAG) framework for data retrieval and prompt refinement.

Seamlessly integrating with any conversational model, such as Gemini, it empowers teams to access relevant information on demand, thereby significantly improving the quality of output.

Framework Overview



Your Advantages



Convenient Access to Relevant Information

Access the most relevant and up-to-date information from your internal sources, such as databases, websites, documents – with a single query, in a conversational manner.



Credible Sources from Internal Data

Rest assured that all answers are firmly rooted in **your data**. Should you want to explore further – receive pointers to the **exact internal sources** the information was extracted from.



Security and Privacy without Exposure

Keep your data **secure** and **private** without external exposure. Your data is **never** accessed by us or any other parties, and **neither** saved or used for model retraining.



Incentive Opportunity

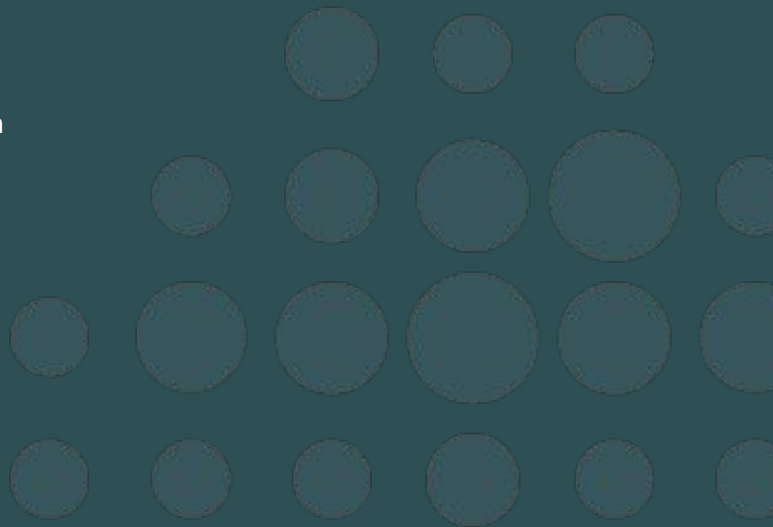
We are here to support your journey into learning, developing, and excelling with GenAI. Subject to case eligibility, **happtiq** may provide attractive incentives – enabling you to focus on strategic initiatives.

Gemini Insurance Assistant

Imagine a world where insurance agents can understand and establish trust with their clients without wading through piles of digital docs.

[Customer Deck](#)

[OnePager](#)



Gemini Insurance Assistant

Meet **Gemini Insurance Assistant**, your Gemini-powered assistant designed to transform the way you handle insurance-related documents.

Effortlessly:

- extract **key insights** from complex contracts
- analyse **policies**, coverages, and costs through a user-friendly UI
- get a deep overview of your customer's **situation** without any omissions

Areas covered



Precise
Retrieval



Context
Refinement



Structured
Output



Gemini
Conversation



Compliance &
Governance

Your Advantages

1. Time-Saving & Efficient

Quickly extract important details from unstructured insurance documents with instant analysis and response from Gemini.

2. Accurate Retrieval

Retrieve precise policy data, including coverages, costs, and other variables of interest, to make the most informed decisions.

3. Scalability & Multi-processing

Process multiple documents at once, while maintaining overview across all of them – with a dedicated summary.

4. Safety & Security

Upload and work with your data in a unique client-based session. Your data is never revealed outside your organization, and is not used for training purposes.

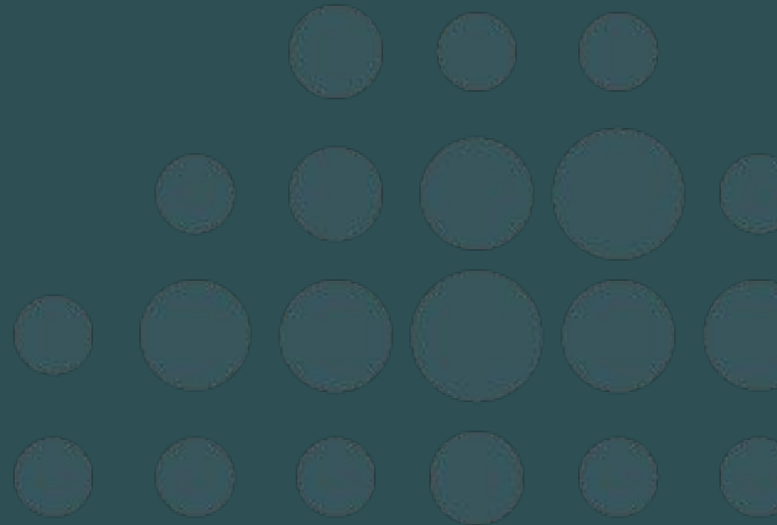
Solution Demo



Contact Center AI

Coupled with routine inquiries, customer support teams are dedicating excess time instead of focusing on valuable tasks.

[Customer Deck](#)
[OnePager](#)



Contact Center AI

Using Google Cloud's **Contact Center AI (CCAI)**, we design conversational flows that blend **business logic** with natural, spontaneous interactions.

This enables you to support rich, intuitive customer conversations powered by Google's leading **deterministic** & **GenAI** technologies.

Your advantages



Enhanced CX

Increase customer satisfaction through quick and personalized assistance



Unified Management

Secure, single platform management, and omnichannel experience



Cost Efficiency

Decrease support team workload, automate routine inquiries, and scale effectively



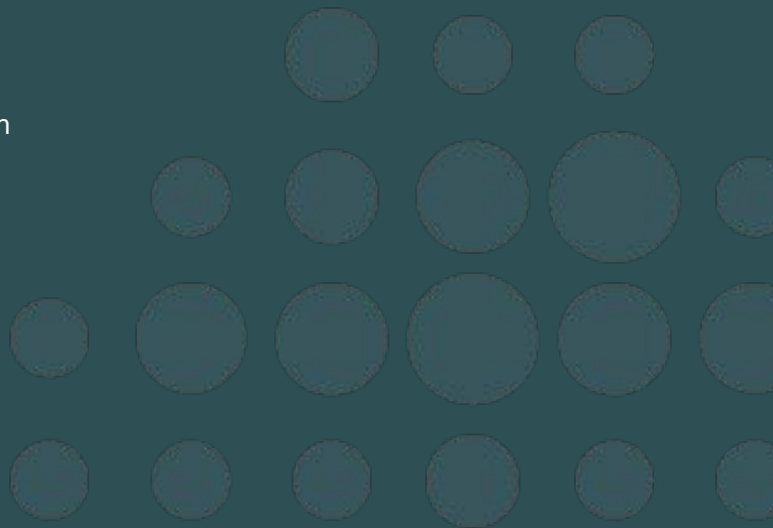
Intelligent Analytics

Leverage AI for data recording and analytics for informed decision-making

BI Foundations

Start applying your business logic and extracting valuable insights from your data without worrying about the underlying infrastructure.

[OnePager](#)



Business Intelligence Foundations

Deriving valuable insights from your data isn't as simple as just importing it into your favorite analytical tool. It involves performing ETL processes within a robust DWH, applying stringent data governance and mapping principles, and much more.

That's where **Business Intelligence Foundations** comes in. We handle all the complexities by setting up a **ready-to-model** environment for you.

Engagement

1

Exploration (1-2 weeks)

- Consult domain leaders and relevant stakeholders
- Assess infrastructure, data readiness and culture
- Outline organisational goals and success criteria

2

Preparation (2-3 weeks)

- Establish policies, schemas; define architecture and roles
- Select tools according to expertise and best practices
- Develop migration plan; testing environments

3

Execution (4-6 weeks)

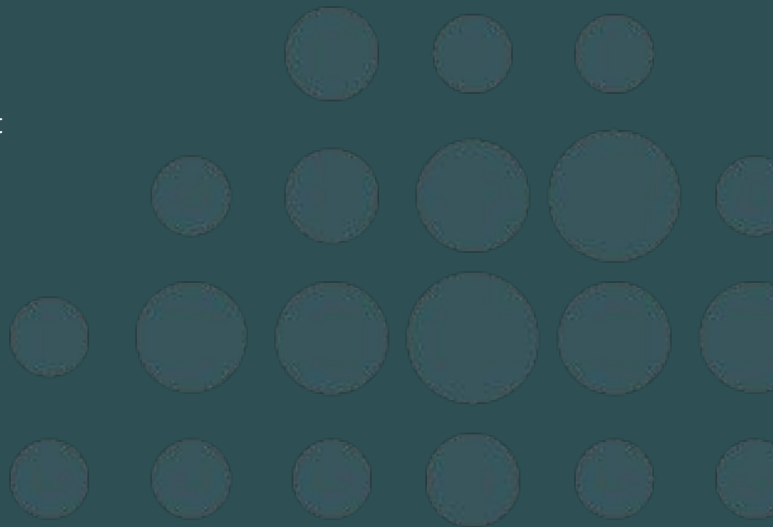
- Extract data from various sources and load into DWH
- Deploy ready-to-model BI environment
- Conduct training workshops to empower data team

Looker PoC Enablement

Every house needs to be built on a solid foundation. We make sure that your journey to Looker is built on such a solid foundation as well.

[Customer Deck](#)

[OnePager](#)



Looker PoC Enablement

With our standard **Looker PoC Enablement** package, we are covering all relevant aspects, including:

- Kick-off workshop
- How to benefit from using Looker
- Identification of customer pain points
- Implementation of Looker visualization
- Activation & access for relevant customer stakeholders
- Engagement Report, Q&A

Areas covered



Security



Data Access



Monitoring



Git



Access
Management



Billing

Engagements **Contact**



Marcel Fehring

Data & AI Practice Lead

✉ marcel@happtiq.com

Our Contacts



Absberggasse 27/9.17, 1100 Vienna



hello@happtiq.com



+43 1 305 3641



www.happtiq.com

