

Brilliant Solutions

SmartGEN

All-in-one Gen AI Platform for Business

Jan 2026



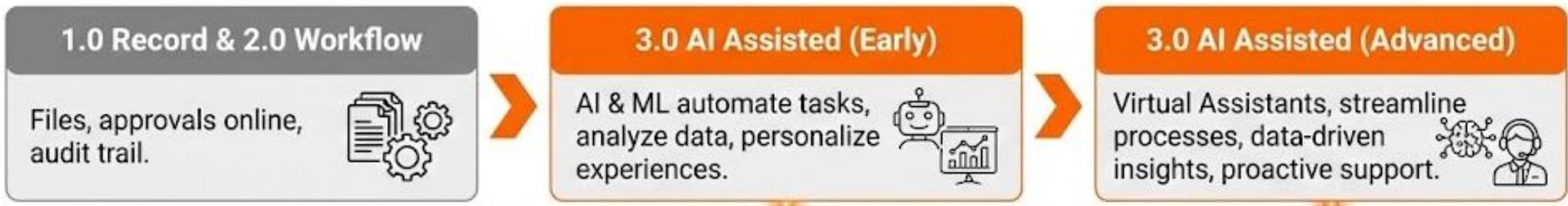
Why SmartGEN?

All-in-one Gen AI Platform for Business

Your best AI Business Assistant

SmartGEN: Your Partner in Digital & AI Transformation

WORKPLACE DIGITAL TRANSFORMATION



AI TRANSFORMATION



Driving Efficiency, Innovation, and Competitiveness through Cultural Shift and Reimagined Processes

Increase ROI on Leveraging SmartGEN

Our solutions grow with our clients, ensuring alignment and smooth execution to deliver the expected outcomes.

Cost Efficiency



Implementing multiple chatbots on a single tenant

Significantly reduces costs and optimizes resource sharing

Boost employee productivity by up to 30% and cuts dev costs by 70%

Enterprise-Grade Security & Governance



Role-Based Access Control (RBAC) and Centralized compliance

Document-based responses with Enhanced RAG process

Secure hybrid on cloud and on-premises deployment options

Rapid Deployment



Zero-code platform

Create a departmental chatbot with a few clicks under 5 mins

Scalable infrastructure that grows with client needs

Successful Outcome



Enhance Productivity
Achieve 30% productivity gain that will convert to greater value for the Company



Reduce manpower needs by an impressive 50%



Operational Efficiency estimated 70% reduction in deployment process

Our Trusted Clients



500+ Users
AI Chatbot – Staff Handbook
AI Document Translation
Invoice Scanning for Insurance Statement



1000+ Users
AI Chatbot – Generative
AI Document Translation



200+ Users
AI Chatbot – Generative



30+ Users
AI Invoice Mapping



500+ Users
Extract information
(Recycling Record, Electric Bill, Award Certificate, or Water Bill)



100+ Users
AI Chatbot – Generative
AI Chatbot – Enterprise Data



500+ Users
AI Chatbot – Staff Handbook
AI Translation
AI Image remover

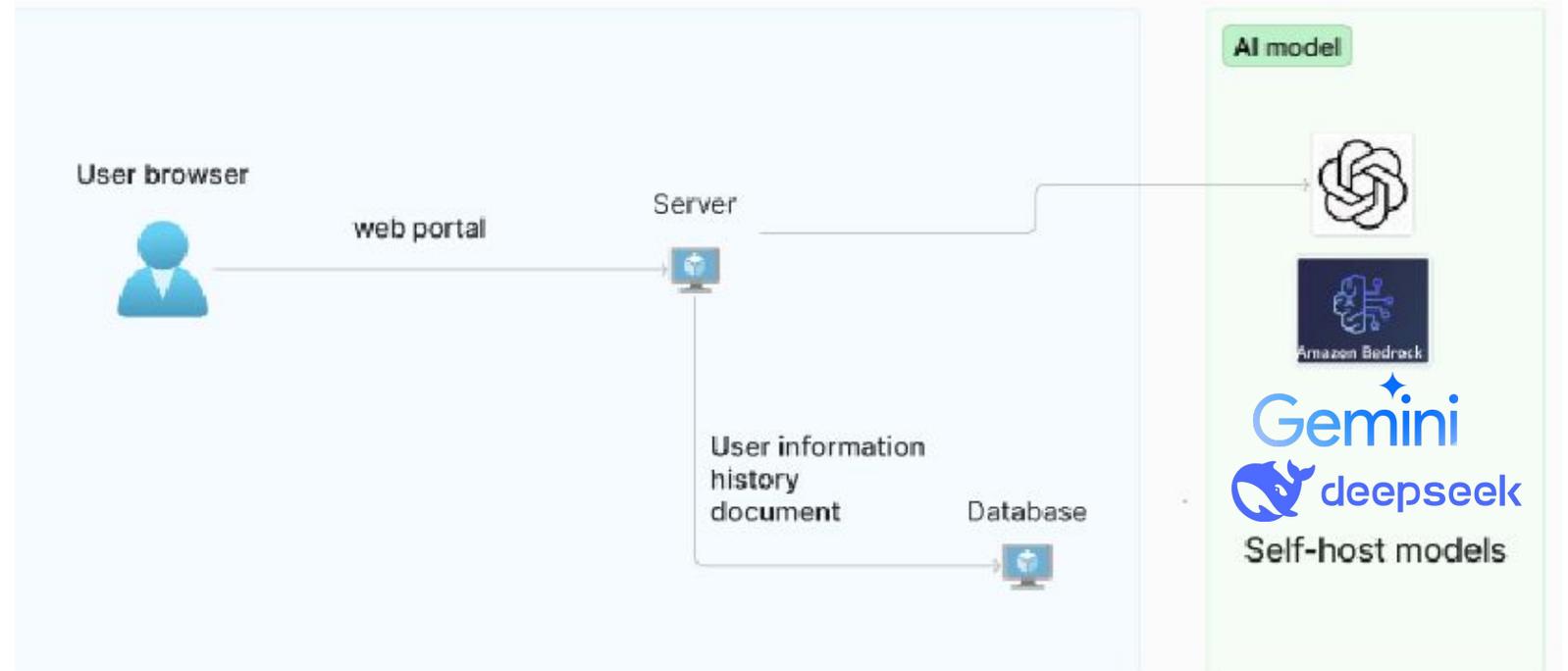


200+ Users
AI Chatbot – Enterprise Data



WHY SmartGEN?

- All-in-one Gen AI Platform for Business
- Access company-wide information with files uploaded
- Support LLM models on cloud and on-premises



SmartGEN Architecture

All roles & execs	HR	Marketing	Operations	IT	Sales	Finance
Improve meetings	Cost per hire	Leads created	Customer retention	Outstanding support tickets	Number of opportunities	Accelerate cash flow
Content creation	Employee turnover	Brand value	Product time to market	Application downtime	Close rate	Spend on ERP system
Manage daily agenda	Compliance risk reduction	Cost per lead	Supply chain efficiencies	Departmental spending	Revenue per sale	Risk reduction

Core Basic

General Chat
Local Chat
Image Generation

Public Information

Knowledge Intelligence

RAG
Enterprise Chat
Knowledge Base

Provided Document

Advanced Automation

Agentic AI
Workflow Automation
MCP & APIs



Large Language Model (LLM)



Amazon Bedrock



Deployment Architecture

SaaS

On cloud

Hybrid

On-premise

4 KEY FEATURES



Local Chat

Target user:
VIP/ Top Management

- 100% Offline Communication without Internet

Phi-3.5-mini-instruct
Microsoft's Local AI Model

Model Status: Not Loaded

Load Model

- 100% private - all processing on your device
- 🔒 Works offline after initial model download
- 🔌 Powered by WebGPU and Hugging Face Transformers

Start a Local Conversation

Your conversations are processed entirely on your device using Phi-3.5-mini-instruct. No data is sent to external servers.

🔒 100% Private 🔄 Offline Mode

🔌 WebGPU Technology



Generative Chat

Target user:
General User

- Versatile Engagement
- Simplify data processing with direct document upload for summaries or analysis

General Chat - AI Assistant

Your versatile AI assistant for coding, writing, analysis, and more. Get started by asking a question or uploading a file.

- Ask Anything**
Get answers on coding, writing, analysis, and general questions
- Upload Files**
Attach documents, images, or code files for analysis
- Select Model**
Choose from different AI models in the sidebar
- Auto-saved**
All conversations are automatically saved to history



Enterprise Chat

Target User:
Department User

- Unlimited Chatbot
- Protect sensitive information by Document Group and User Group

Start a Conversation

Choose from various AI assistants and workflow:

- Document Group HR
- Document Group IT
- Document Group Finance
- Enterprise Policy Chatbot

Start a Conversation

Search c Connected to: HR Chatbot
Enterprise Knowledge Base active - Model gemini-2

All Enter AI Assistant Model gemini-2.5-flash

EPRC
Enterprise

You: what I need do when typhoon signal no. 8?

Assistant:

When Typhoon Signal No. 8 or above is in force, your actions depend on whether you are classified as "Operational Staff" and when the signal was issued:

If the warning is issued before the commencement of working hours:

- All employees other than Operational Staff are not required to report for duty. 1
- Operational Staff are required to report for duty. If they have difficulties reporting, they should inform their immediate supervisors as soon as practicable. 2

If the warning is issued during working hours:

- All employees other than Operational Staff should be released. 1
- Operational Staff should continue to work with suitable rest breaks until they are released by their supervisors. If the warning remains in force at the end of working hours and employees want to, supervisors should allow them to stay in their workplace as temporary shelter. If weather conditions are too adverse for Operational Staff to leave after work, supervisors should allow them to stay in the workplace as temporary shelter until conditions improve. 1

If the warning is issued before the commencement of working hours and is cancelled at or before 13:00:



Workflow Chat

- Customizable Automation by user
- Integration with 3rd party tools

Start a Conversation

Search c Connected to: HR Chatbot
Enterprise Knowledge Base active - Model gemini-2

All Enter AI Assistant Model gemini-2.5-flash

EPRC
Enterprise

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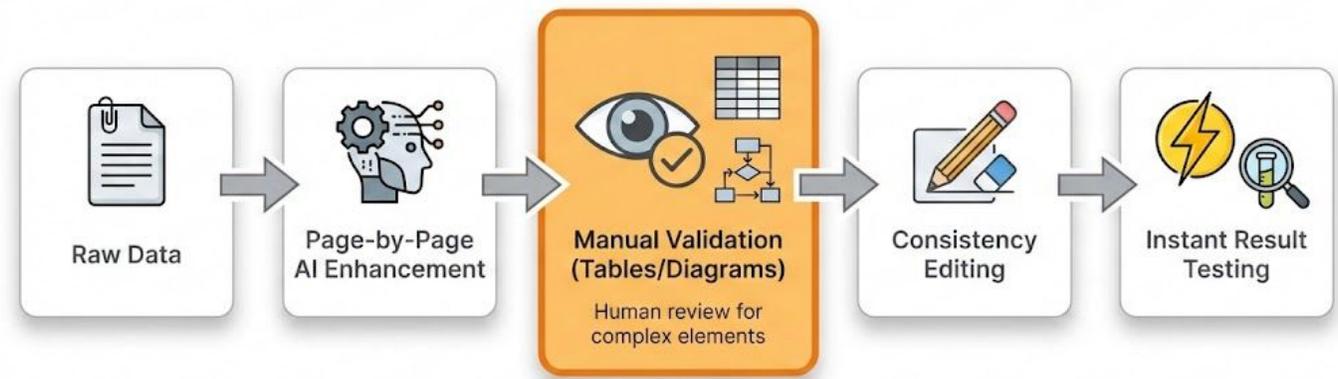
If the warning is issued before the commencement of working hours and is cancelled at or before 13:00:

Fine-Tune your own AI chatbot

Knowledge Base - AI Pre-processing

Self Fine-Tune

- Automated AI "First Draft" AI optimizes content page-by-page automatically. Users start with a high-quality draft, eliminating manual editing from scratch.
- "Review Only" Workflow Shift user effort from creation to verification. Simply cross-check the AI's interpretation of complex tables and diagrams.
- Zero-Code, Natural Language UI No Markdown or coding required. Interact using plain language and intuitive clicks to guide the AI's behavior.
- Instant Result Validation Test outputs immediately to ensure data accuracy



Admin > Document management

AI Enhance (Pre-processing)

Assigned Chatbots: Trial_demo_2, CRC trial chatbot

Search documents...

Filename	Status	Created By	Created At	Actions
更改密碼或解除帳戶鎖定操作手冊.pdf	Ready	jeffrey.kwong@crc.com.hk	13 days ago	[Icons]
SRMS Training Manual (SRMS 使用說明)(中文).pdf	Ready	jeffrey.kwong@crc.com.hk	13 days ago	[Icons]
SRMS(NEW) 新系統收管理費操作及程序.pdf	Ready	jeffrey.kwong@crc.com.hk	13 days ago	[Icons]
Synergis Community App上傳附件功能.pdf	Ready	jeffrey.kwong@crc.com.hk	13 days ago	[Icons]

SRMS IE兼容性設置.pdf (4 pages)

Enhance page by page

PDF Preview

Generated Content

Page 1 Description

Based on the provided image, here is a detailed description of the document page and the step-by-step guideline it illustrates.

Document Description

****Title & Header:****
The document features a bold, centered headline at the top in Traditional Chinese characters: **"SRMS 管理費系統 IE 兼容性設置"** (SRMS Management Fee System IE Compatibility Settings). Directly below the title, to the left, is the text **"Step 1"**, indicating this is the beginning of a tutorial or instruction set.

****Layout & Visuals:****
The primary visual element is a screenshot of a specific pop-up dialogue box from the Internet Explorer browser, known as **"Compatibility View Settings"** (labeled as **"兼容性视图设置"** in the screenshot).

****Dialogue Box Header:**** The top of the window reads **"兼容性视图设置"** (Compatibility View Settings) with a standard "X" close button in the top-right corner.

****Main Icon & Text:**** Inside, there is an icon resembling a broken page (the compatibility view icon) followed by introductory text explaining the function: **"更改兼容性视图设置"** (Change Compatibility View Settings).

****Instructional Overlay:**** There is a specific instruction overlaid on the image in bold text: **"1. 將SRMS"**

Fine-Tune your own AI chatbot

Self-help - Fine Tuning ENTERPRISE CHAT

- Fine tuning in **3-layer hierarchy** (Chatbot, Document Group, Document) **by end-user**
- Ensures consistent professional behavior
- From general support instructions (Chatbot Level) down to specific Q&A pairs (Document Level)

Self Fine-Tune

Chatbot Level

Bot Name

AI-ChatBot-support

Description

This is a chatbot to help user to use AI Chatbot - SmartGent.

System Instructions

Please ask follow-up questions to gather further information based on the data set before asking if there is no further information. If there is no relevant document that can address user's question, please mention there is no relevant data provided and suggest to approach Max@abc.com

These instructions guide how the AI responds

Document Group Level

Edit Group

Update the name and description of the document group

Group Name *

HR_Chatbot

Description

Provide HR-related enquiries in terms of policy and procedures

Document Level

Enhanced confirmation

Add Enhancement Enhancement History

Enhanced confirmation

Enhanced

Document

File number

2852

information

T8 = Typhoon Signal No. 8

Enhanced confirmation

Add Enhancement Enhancement History

Enhanced confirmation

Enhanced

Questions and answers

File number

2852

Question

What is the work from home (wfh) policy?

Answer

Subject to situational variables, please direct this inquiry to your immediate supervisor.

x ○ **THANK YOU**