C3.ai

C3 Generative AI for the Enterprise

Unified Knowledge Source for Accelerated Time-to-Insight

C3 Generative AI is a unified knowledge source that enables enterprise users to rapidly locate, retrieve, and act on enterprise data and insights across enterprise systems through an intuitive search and chat interface.

Rapid Access
to relevant, critical, and high-value insights previously siloed across disparate datastores, applications, and information systems

Domain Specific
models combined with industry and technical expertise help enterprises achieve critical business outcomes

Enterprise Grade
data security, access controls and flexible deployment allow enterprises to meet strict security and privacy requirements

Future Proof
investments with a model-agnostic solution architecture that offers multi-LLM support and integrates with existing IT systems

Today, many enterprises struggle to access data and insights on a timely manner that limit effective decision-making. Relevant data and expertise is often spread out and siloed in separate datastores, applications, and with individuals. As a result, enterprise users spend up to 20% of their time searching for critical information, yet two-thirds of enterprise data is still never utilized.

C3 Generative AI is a unified knowledge source that enables enterprise users to rapidly locate, retrieve, and act on enterprise data and insights through an intuitive search and chat interface. By combining state-of-the-art foundational large language models (LLMs), deep learning retrieval models, and the C3 AI Platform, C3 Generative AI serves as a deep domain knowledge source to support information retrieval across disparate datasets and improve decision-making.

C3 Generative AI is built to support demanding enterprise requirements. Unlike the conventional approach of fine-tuning LLMs with enterprise data, by separating the LLM from enterprise data, C3 Generative AI can provide deterministic responses with full traceability to the exact source, support granular enterprise access control requirements, and reduce the risk of LLM-caused information leakage.

Feature Summary

- **Natural language search** allowing enterprise users to access, locate, and retrieve information across enterprise and external applications, datastores and information systems

- **Deterministic responses** that utilize a retrieval-augmented architecture that separates the enterprise knowledge base from the LLM

- **Traceable to ground truth** for every insight based on the corpus of enterprise data

- **Enterprise access controls** enforced via role and exception-based access controls

- **No LLM-caused data leakage** with access controls applied to user queries and separation of LLM from enterprise data

- **Hallucination free responses** via separation between language model and enterprise data and embedded relevance scoring

- **LLM-agnostic** architecture allows enterprises to leverage the latest models and advancements in generative AI and deep learning

- **Flexible deployment** across both cloud-native and air-gapped environments

- **Available with every C3 AI application and as standalone deployment** against customer datasets
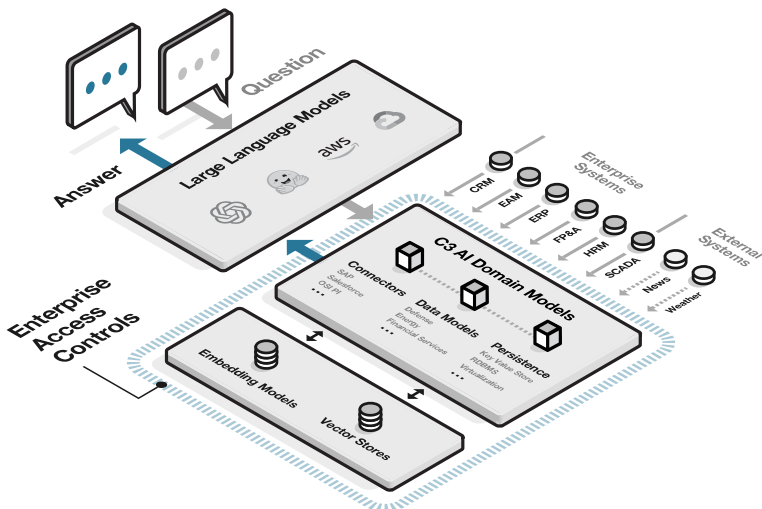

Figure 1. *C3 Generative AI provides enterprise users with rapid access to information and analytics stored across enterprise systems, applications, and data stores.*

Built on the C3 AI Platform and powered by the C3 AI Type System, C3 Generative AI is uniquely positioned to unify and access structured and unstructured data such as text, tabular data such as from ERP, and sensor data from enterprise information systems and applications. C3 AI's model-driven architecture abstracts the complexities of different data types, sources, and hierarchies, and allows enterprises to leverage all enterprise data for generative AI.
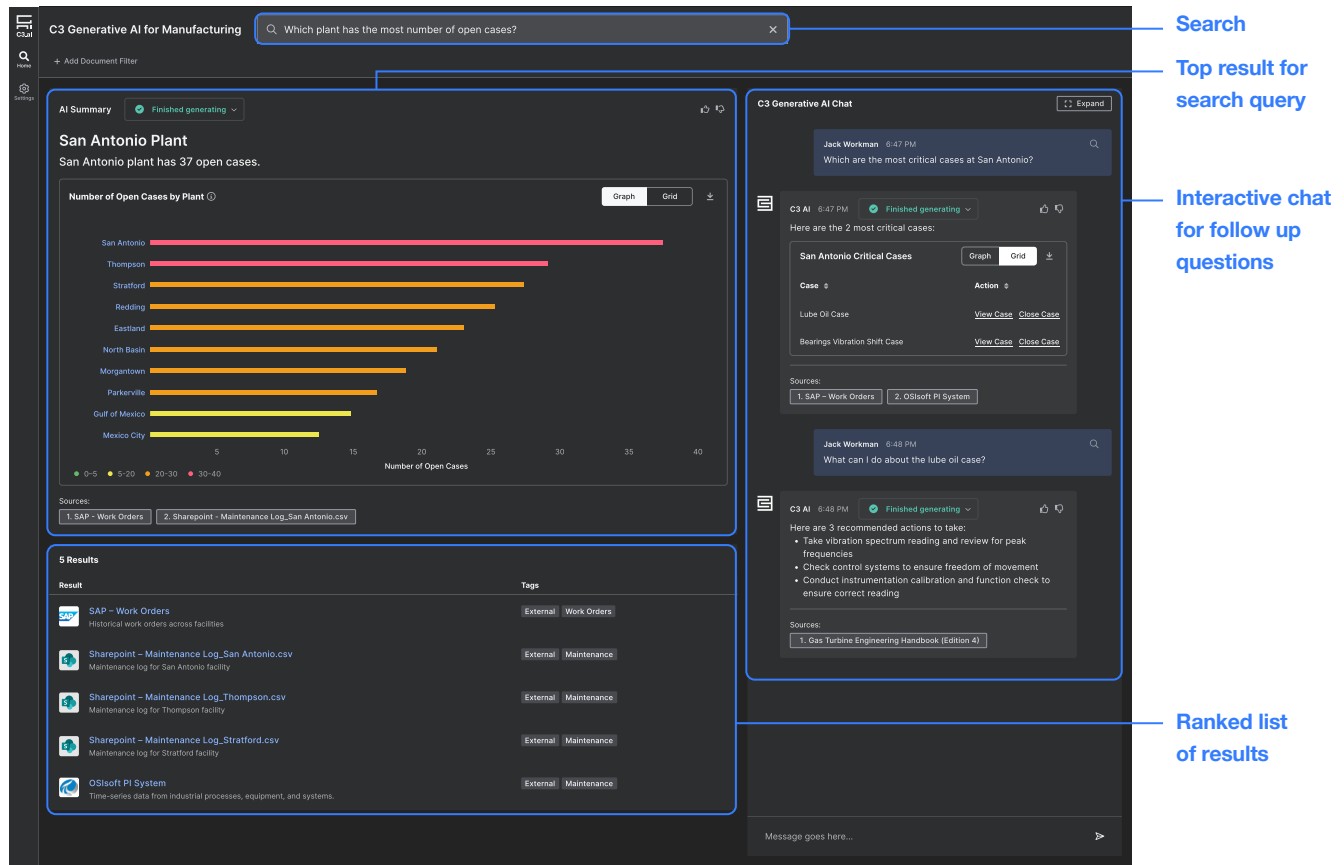

Figure 2. *C3 Generative AI provides enterprise users with an intuitive interface to retrieve data and insights, ask follow-up questions, and automate actions in their workflows.*

The open and LLM-agnostic architecture allows enterprises to leverage the latest models and advancements in generative AI and deep learning. Enterprises can utilize domain and use case-specific LLMs that are fine-tuned by C3 AI. Enterprises also have the option to embed and fine-tune other open-source or proprietary models and services.

Apply Generative AI for Industries, Business Processes, and Enterprise Systems

Industries

Aerospace
Defense
Financial Services
Healthcare
Intelligence
Manufacturing
Oil & Gas
Telecommunications
Utilities

Business Processes

Customer Service
Energy Management
ESG
Finance
Human Resources
Process Optimization
Reliability
Sales
Supply Chain

Enterprise Systems

Databricks
Microsoft Dynamics 365
Oracle ERP
Oracle NetSuite
Palantir
Salesforce
SAP
ServiceNow
Snowflake
Workday

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