

AI Factory

Turning Ideas into Intelligent Solutions

AI Factory is a multi-tenant SaaS platform designed to help organizations **scale generative AI from proof of concept to full production**, safely and efficiently. Built by NTT DATA, it unifies data, models, and processes into one cohesive ecosystem — empowering enterprises to create **intelligent, reliable, and business-aligned AI solutions**.

In today's AI-driven economy, organizations struggle to move from experimentation to execution. Many proofs of concept never make it to production due to complexity, fragmentation, and lack of governance.

AI Factory changes that.

By combining Generative AI, Retrieval-Augmented Generation (RAG), and a modular architecture, AI Factory accelerates innovation while ensuring compliance, scalability, and performance.



Insurance



Manufacturing &
Consumer Packaging Goods



Telco, Media & Technology



Automotive



Energy & Utilities



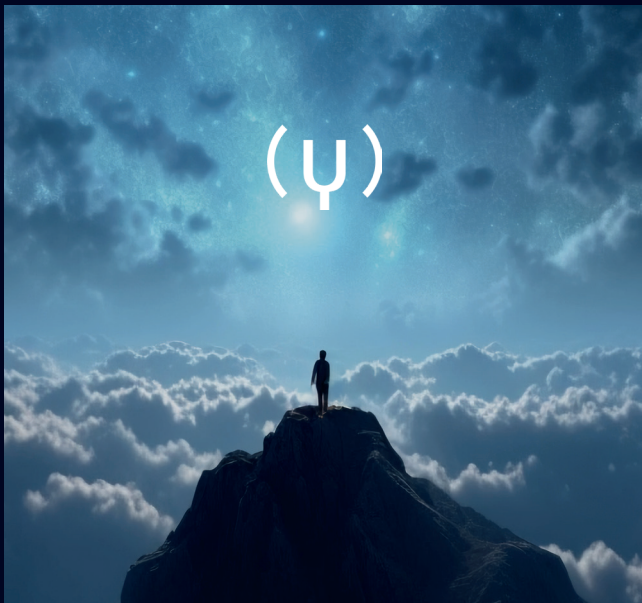
Healthcare, Life Sciences & Pharma



Retail

Why syntphony ?

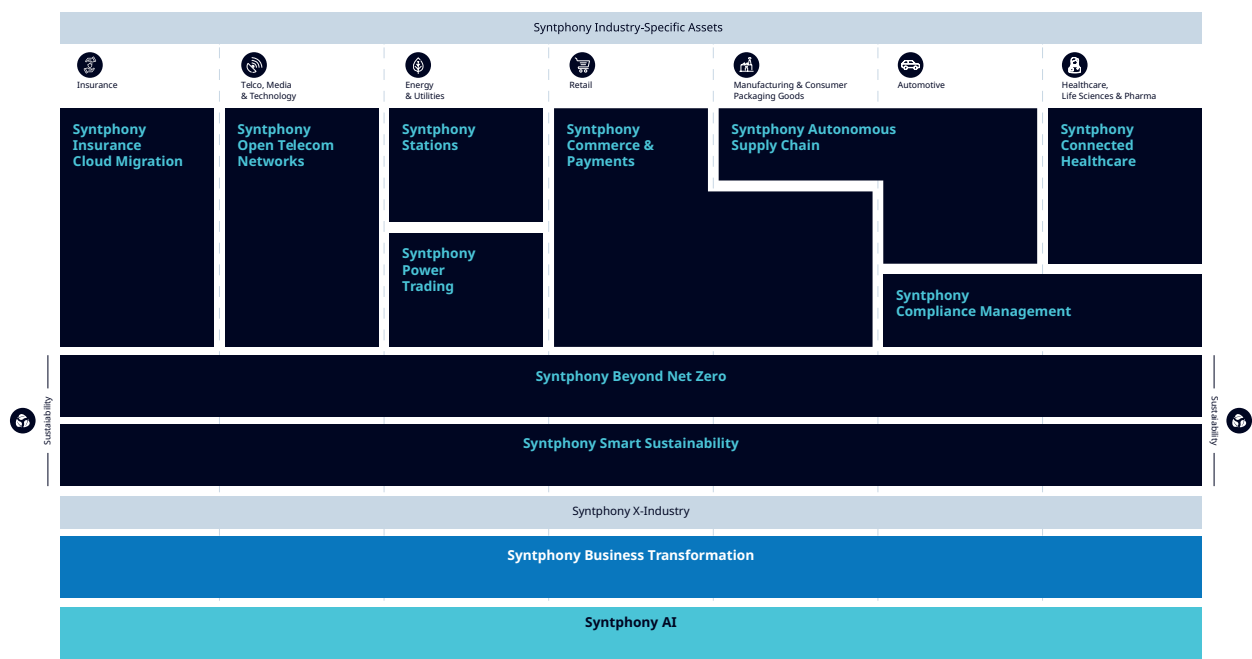
We develop products and solutions that are in tune with businesses



Syntphony is the composable platform of digital products and solutions from NTT DATA, created to help global organizations accelerate innovation, align business strategy with technology, and scale transformation initiatives with speed and efficiency.

Designed for enterprises that demand flexibility, modularity and integration, Syntphony offers a portfolio of ready-to-deploy, enterprise-grade digital products developed by NTT DATA's global talent network. By combining business consulting expertise, proprietary technologies and industry knowledge, the Syntphony ecosystem multiplies the value for clients, reducing time to market and unlocking synergies across multiple domains.

Syntphony is the most valuable Product Composable Platform of NTT DATA, enabling clients to orchestrate scalable, resilient, and future-ready business solutions.



Syntphony AI

Syntphony AI provides you with a common data layer and data management capabilities to build the foundation of your Data & AI platform, including technical capabilities, Gen AI features and packaged modules like Conversational AI Agents or intelligent search to just mix & match and deploy services into production to accelerate the most common vertical use cases.

Syntphony AI helps you unlock efficiency, drive innovation, and stay ahead of the competition by transforming your data into actionable insights, which will fuel your business growth and allow you to deliver personalized experiences.

Conversational AI Agents

We build enterprise AI Agents using NLP, machine learning and LLM orchestration—integrated across systems to deliver scalable, real-time, multilingual and hyper-personalized automation.

Knowledge Search

We provide intelligent, semantic search across structured/unstructured data, improving collaboration, accelerating access to relevant knowledge and integrating seamlessly with tools like Microsoft 365, SharePoint and SAP.

Data Management

We unify customer data into a single Golden Record using real-time validation, enrichment and deduplication—ensuring accuracy, GDPR compliance and insight-driven decisions across B2B and B2C contexts.

AI Factory

We operationalize Generative AI with prebuilt use cases, private LLMs and modular architecture—accelerating deployment, reducing complexity and ensuring secure, enterprise-grade scalability and governance by design.

Simplifying the Path from AI Prototype to Production

The AI Acceleration Era

The global business landscape is undergoing an unprecedented transformation driven by data, automation, and artificial intelligence. According to Gartner, 74% of CEOs believe AI will significantly reshape their industries in the next few years. McKinsey reports that over 70% of companies plan to integrate generative AI by 2026.

The question is no longer if organizations should adopt AI, but how to do it effectively, securely, and at scale.

The Need for Scalable Intelligence

Generative AI, particularly through Large Language Models (LLMs), has opened new possibilities — from automating document analysis to enabling conversational agents and intelligent search. Yet, these technologies require robust infrastructure, compliance, and orchestration to move from lab environments to production at scale.

AI Factory meets this need through:

- **A modular SaaS environment** that scales with business demand
- **Unified model management** supporting multiple LLM providers
- **Retrieval-Augmented Generation (RAG)** to ensure context-rich, accurate responses
- **Governance and observability** for performance and security



AI Factory is a multi-tenant SaaS platform purpose-built to help organizations develop, deploy, and scale generative AI solutions with confidence.

Designed with a modular architecture and multi-model flexibility, it combines cutting-edge technologies — Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), and advanced orchestration — to deliver intelligent, secure, and business-aligned AI applications.

The platform enables enterprises to move from isolated prototypes to production-grade AI systems, accelerating innovation while ensuring full control over data, models, and performance.

“AI Factory bridges the gap between experimentation and enterprise impact.”

AI Factory empowers organizations to harness generative AI through a secure, scalable, and flexible platform, delivering value at every stage of the AI lifecycle:

Speed: Move from pilot to production in weeks, not months.

Flexibility: Combine public, open-source, and proprietary LLMs.

Performance: Achieve high availability and optimized execution with no usage quotas.

Alignment: Design solutions that serve real business priorities — automation, decision support, and personalization.

Trust: Ensure compliance with global standards like ISO 27001, SOC 2, and GDPR.



Key architectural pillars

Modular Architecture:

AI Factory's modular design allows businesses to integrate their own tools and applications — whether internal systems or third-party solutions — without compromising agility

Retrieval-Augmented Generation (RAG):

A proprietary RAG engine turns raw data into actionable knowledge, enhancing the relevance and precision of generated outputs.

Multi-Model Orchestration:

Compatible with Azure OpenAI, Google Vertex AI, Amazon Bedrock, and custom models, AI Factory lets you choose the right engine for every use case.

Secure APIs and Governance:

Built for enterprise-grade reliability, with user management, activity tracking, token consumption logs, and multi-tenant isolation.

Built for Enterprise-Grade AI. Designed for Impact.

Enterprise-First Design

AI Factory is not a lab tool; it's an **industrial-grade AI platform**. Built with enterprise governance in mind, it provides security, observability, and compliance features that meet the highest corporate standards.

Every deployment includes:

- Multi-tenant control
- Access and role management
- Encryption in transit and at rest
- 99.95% uptime SLA

This ensures that every generative AI solution operates safely within the organization's regulatory and IT frameworks.

RAG Engine: Turning Knowledge into Action

At the heart of AI Factory lies its proprietary Retrieval-Augmented Generation (RAG) system.

RAG allows the platform to retrieve, contextualize, and generate information with unparalleled accuracy. Documents, collections, and unstructured data are processed through advanced ingestion pipelines—enabling:

- Context-based responses
- Semantic Q&A across datasets
- Dynamic knowledge updates

This results in 30% higher relevance compared to non-contextual models and ensures continuous improvement through built-in metric evaluation.

Multi-Model and Multi-Cloud Flexibility

Organizations can choose and combine models from major AI providers or their own.

AI Factory's Unified LLM Interface supports:

- Azure OpenAI
- Google Vertex AI
- Amazon Bedrock
- Proprietary and open-source LLMs

This flexibility prevents vendor lock-in and allows for tailored performance across diverse business scenarios.

No Quotas. No Limits.

Unlike other platforms that impose usage limits, AI Factory operates under a consumption-based model — offering unlimited scalability for generative tasks.

Whether processing thousands of documents or serving millions of queries, performance remains consistent and optimized.

Modular Integration

AI Factory seamlessly connects with existing ecosystems — CRM, ERP, data lakes, or customer portals — through APIs and connectors.

Its plug-and-play architecture ensures rapid onboarding without disrupting existing infrastructure.



Driving Measurable Value Through Artificial Intelligence

Accuracy and Relevance

Deliver highly relevant, context-rich answers powered by **dynamic RAG pipelines**. AI Factory improves decision confidence by ensuring each response is grounded in your organization's real data — not just model predictions.

Increased Productivity

Empower teams with instant access to business-critical information. **AI Factory streamlines document discovery, process automation, and content generation** — reducing cognitive load and boosting overall productivity.

Enhanced Decision-Making

Drive smarter decisions through contextualized insights. AI Factory combines data retrieval, analytics, and generative reasoning to create actionable intelligence that **aligns directly with business goals**.

Security and Trust

Protect every interaction with enterprise-grade governance and encryption. With global compliance certifications and tenant isolation, AI Factory ensures your data — and your reputation — remain secure.

Limitless Scalability

Scale without limits. **AI Factory expands automatically to meet your workload**, maintaining consistent performance across models, tenants, and environments.

Accelerated Innovation

Turn ideas into production-ready solutions rapidly. AI Factory's modular platform supports agile prototyping and fast deployment—empowering innovation without operational risk.

Reduced Operating Costs

Automate what slows you down. AI Factory cuts costs by streamlining repetitive workflows, enabling human teams to focus on strategy, creativity, and impact.



The Engine Behind Scalable Intelligence

Multi-Tenant SaaS Architecture

A **scalable, secure SaaS backbone built for enterprise environments.** Manage multiple tenants, roles, and configurations across clouds — ensuring reliability, compliance, and control.

Hybrid Search

The best of both worlds — semantic and keyword search in one. AI Factory finds what you mean, not just what you type, delivering fast, relevant results across diverse content sources.

Multi-Model Execution

Choose the right model for every job. AI Factory's multi-model execution **ensures optimal performance**, avoiding vendor lock-in and enabling continuous innovation.

Multimodal Services

Unlock creativity with multimodal AI. From text-to-image generation to embeddings and contextual retrieval, AI Factory expands your possibilities across formats and media.

Metrics Evaluator

Measure what matters. AI Factory continuously tracks and optimizes your AI's performance, ensuring outputs meet enterprise standards of precision and relevance.

Document Management

Keep knowledge fresh and organized. AI Factory simplifies document lifecycle management, ensuring your AI always learns from the most up-to-date content.

Q&A on Documents and Collections

Converse with your knowledge base. AI Factory's contextual Q&A makes every document interactive, delivering precise answers backed by enterprise data.

Secure APIs and Logs

Trust through transparency. AI Factory's secure APIs and detailed logs give you visibility and control over every interaction — **supporting compliance and accountability.**



Learning & Training Assistants

Educational organizations use AI Factory's LLM and RAG capabilities to assist participants, tutors, and trainers. It processes course materials and unstructured documentation to provide contextual answers, personalized guidance, and evaluation support.

Legal & Notarial Document Intelligence

Legal institutions and notaries employ AI Factory to process and analyze extensive legal documents. By uploading files directly into the platform, professionals can ask complex questions and receive precise, traceable responses in seconds.

Intelligent Document Processing (IDP)

Organizations leverage AI Factory to automate information extraction, classification, and validation across diverse document types. Integration with solutions like Shori enables a unified intelligent document ecosystem.

Public Information & Knowledge Indexing

A major transportation company uses AI Factory to index and manage public web content—travel rules, regulations, FAQs, and legal terms — enabling





About NTTDATA

NTT DATA - a part of NTT Group - is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.