



CASE STUDY

DYXnet Helps Early Light Customize Dedicated AI Assistant Creating Knowledge Bases and Performing Analyses Using Internal Data

Customer Industry

Multinational Conglomerate

Customer Needs

- Develop a dedicated AI assistant using AIGC technology to assist employees with daily tasks
- Create a knowledge base from internal data to ensure accurate and targeted AI responses
- Utilize AI for business analysis and decision-making, generating charts from data
- Ensure data security

Adopted Solution

DYXnet ChatV, DYXnet ChatBI

Core Benefits

- Integrate OpenAI models with internal data to build an AI assistant, boosting operational efficiency
- Create an AI-driven business intelligence system for easy access to sales data, with chart generation capabilities
- Deploy internal data to a private cloud for enhanced security
- Work with a professional team to develop AI solutions, saving time and costs
- Connect to OpenAI via DYXnet's backbone and ensure a seamless user experience

Customer Quote

"Our collaboration with DYXnet has significantly enhanced our business innovation. Their professional team understands our needs, offering comprehensive solutions in AI technology, computing power, cloud services, and data security. Since implementing DYXnet ChatV and ChatBI, we've seen marked improvements in operational efficiency. We look forward to our further collaboration, planning to integrate digital human solutions with our AI assistant for a more engaging, real-time experience."

— Penny Lam, IT Director,
Early Light Group



About Early Light International (Holdings) Ltd.

Early Light is one of the world's largest toy manufacturers and a multinational conglomerate. The company operates across various sectors, including manufacturing, property management and development, jewelry, automotive, and education. Headquartered in Hong Kong, Early Light has offices in Mainland China, Macau, and various countries. Driven by innovation and creative solutions, the group continues to foster progress and growth.

Business Challenges

To enhance operational efficiency across all departments, Early Light planned to leverage AIGC technology to develop a dedicated AI assistant to help employees with various tasks, including document inquiries, product introductions, policy interpretation, approval processes, business analysis, and report generation. However, due to geographic limitations, Early Light cannot utilize LLMs from overseas sources such as OpenAI. Additionally, the company must prioritize data security when using LLMs. Creating a proprietary AI tool requires specialized expertise in AI infrastructure development, model training, system integration, and deployment, which demands substantial time and resources.

Tailor-made AI Solution

DYXnet provided Early Light with a comprehensive AI solution encompassing all aspects, from consulting and solution design to model training and deployment.

First, DYXnet introduced DYXnet ChatV for Early Light, which integrates networking, server, and storage resources. It hosts AI applications on DYXnet's cloud platform, ONE Cloud Director, allowing employees to access services via a simple link and receive instant responses by asking questions in natural language. To accommodate the parameter scale of AI models and ensure optimal floating-point computation performance, DYXnet connects to OpenAI's ChatGPT through its backbone network. This setup enables Early Light to create up to 100 knowledge bases, linking various departments and roles to specific knowledge bases to ensure accurate and relevant responses.

Later, DYXnet implemented DYXnet ChatBI, expanding the system to provide AI-driven business intelligence. It connects AI to relevant data, facilitating visualization and the generation of charts to analyze sales performance across different stores and brands. By deploying sensitive data within the company's internal network through a hybrid cloud approach, data privacy is ensured while maximizing computing resources, thus minimizing substantial investments in computational infrastructure.

DYXnet's Solution Advantages

- **Robust Backbone Network Overcomes Geographic Constraints**
DYXnet's generative AI solutions can be customized to meet client needs, supporting various LLMs, including OpenAI's ChatGPT, Google's Gemini, and SenseTime's SenseChat. Leveraging DYXnet's robust and stable backbone network, seamless access is achieved, overcoming geographic constraints.
- **One-Stop Full-Stack Service for Dedicated AI Assistants**
DYXnet's comprehensive AI solution encompasses consulting, solution design, model training, and deployment, creating a tailored AI assistant. Both DYXnet ChatV and DYXnet ChatBI allow clients to train models using internal data and adjust them based on actual usage, ensuring accuracy and reliability.
- **Ensured Data Security**
The solution can be deployed in a hybrid cloud setup, hosting AI applications in a secure environment on DYXnet's cloud platform while keeping the agent and enterprise data in a private cloud or internal network, preventing data leaks and protecting corporate information.
- **Flexible Integration of AI Technologies**
DYXnet offers tailored solutions with its AI product line, including DYXnet ChatV, DYXnet ChatBI, and Digital Human Solution, allowing for flexible integration of technologies to unleash the potential for innovative applications.
- **Extensive AI Infrastructure Ecosystem**
DYXnet collaborates with industry-leading brands to create a comprehensive AI infrastructure ecosystem. The ecosystem integrates AI technology, computing power, data storage, network connectivity, cloud services, and security, providing ample resources for clients' AI projects.

Why DYXnet?

Early Light required highly customized AI solutions. Given its long-standing partnership with DYXnet and recognition of its professional capabilities, Early Light developed its AI assistant using DYXnet's ChatV and ChatBI solutions. DYXnet offers comprehensive full-stack solutions that include computing power, cloud technology, network connectivity, security, and AI, effectively releasing the value of internal data while improving the overall business experience.

About DYXnet

DYXnet is a wholly-owned subsidiary of VNET Group (NASDAQ: VNET) and a leading ICT service provider in Hong Kong and Greater China, offering enterprises one-stop "Cloud, Network, Security, and AI" solutions. Established in Hong Kong in 1999, DYXnet has accumulated over 25 years of expertise in serving corporate clients, and DYXnet is dedicated to tailoring solutions for customers through exceptional technologies and services.

With outstanding performance in delivering secure, stable, and comprehensive network services, DYXnet Group is the first batch of ICT service providers in Greater China to obtain several ISO international certifications, including ISO/IEC 27001, ISO/IEC 20000-1, and ISO 9001 that reinforce the high standards of its information security, IT service management, and quality management, respectively. DYXnet is also one of the first official members of the China Cross-border Data Telecommunications Industry Alliance and one of the first SD-WAN service standard drafting units.

For more information about DYXnet, please visit the official website at www.dyxnet.com.



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