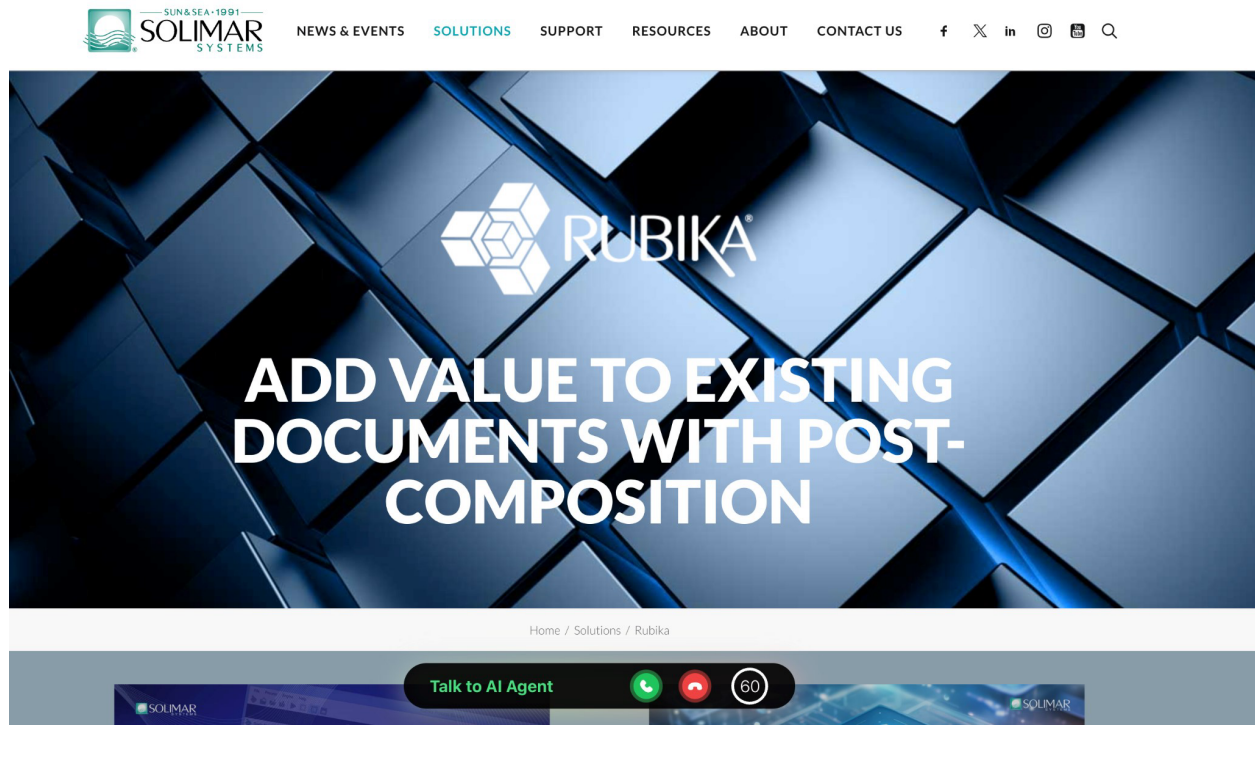# 🏆 Success Story: How Solimar Systems transformed explaining technical software capabilities with Expertise AI

Client: Solimar Systems, Inc.

Industry: Document Solutions
Use Case: Complex content retrieval, support augmentation, sales enablement

🚀 Challenge

Solimar Systems operates in a global, highly specialized domain, providing transactional and customer-facing documents for print and mail, as well as electronic distribution solutions. Their website hosts decades of deep content, including training materials, whitepapers, case studies and thought-leadership articles. Users—both internal and external—struggled to find the right information in a timely manner using conventional search.

> "Due to the volume of content on the website, it was challenging to find the specific information they were seeking based on simple word or context searches."
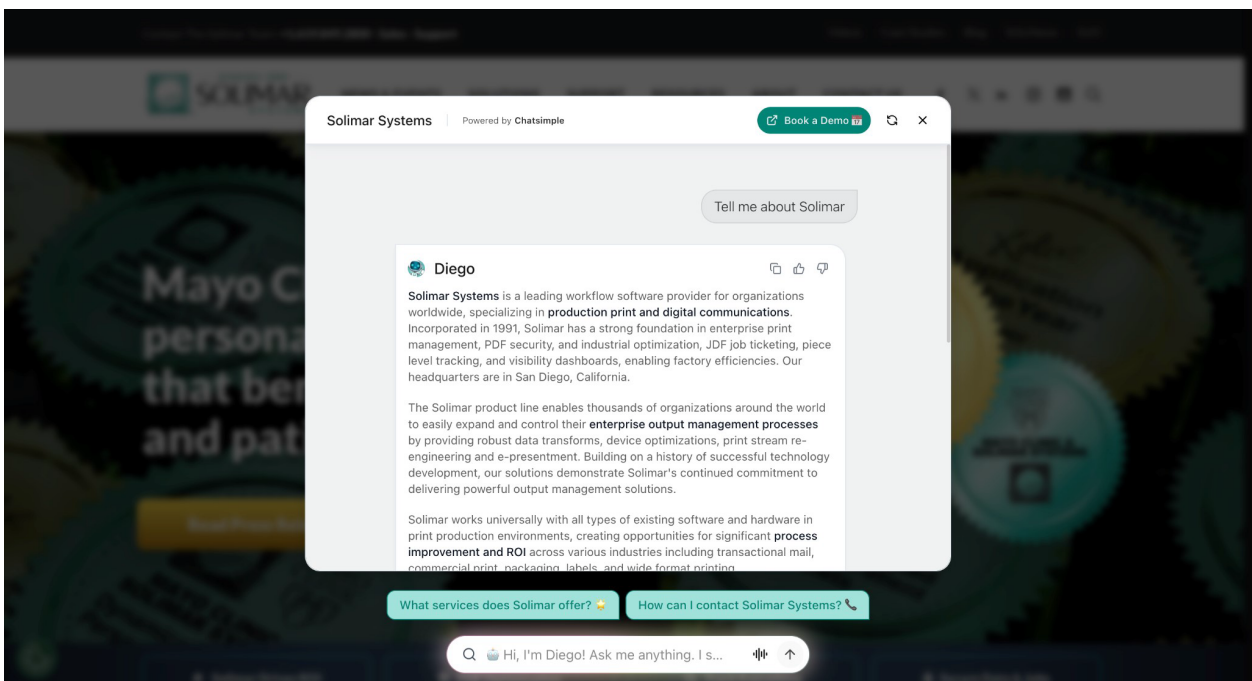> — *Petra Diener, AI Advisor to Solimar Systems*

✅ Solution

Solimar adopted **Expertise AI, who is named Diego**, to power a conversational interface capable of understanding complex queries and surfacing relevant answers from deeply technical material instantaneously.

> "Now, a visitor can type or speak a question, such as" Can you tell me how Solimar secures data and documents?" And Diego will return a detailed explanation, along with prompting the visitor with additional questions. As well, he asks the visitor if they are ready for a live discussion with one of our team members."
> — *Mary Ann Rowan, CXO, Solimar Systems*

This designation underscores Expertise AI's alignment with Solimar's privacy, compliance, and product accuracy standards—an essential factor in a conservative, technical industry that serves highly regulated sectors.

💡 Results

- **Accuracy at scale**: Answers are accurate 99.9% of the time—even in niche use cases and in multiple languages.

- **Broad internal use**: Support and back-office teams rely on it daily.

- **A tool employees love**: Even support agents turn to Diego to retrieve detailed responses.

🎯 Definition of Success

Solimar never defines success as pure lead volume. Instead, their north star is empowering users to extract the most accurate information, fast.

"It's not just about leads. It's about credibility, trust, and giving people real answers when they need them." — *Petra Diener, AI Advisor to Solimar Systems*