ARTIN

ELKOV ELEKTRO

ELKOV

OFFERMATE AI

AI-POWERED INQUIRY PROCESSING FOR A DISTRIBUTOR OF ELECTRICAL COMPONENTS

An AI system that automatically extracts products from inquiries in any format and matches them against a database of 250,000+ items using GPT-4 and vector embeddings, with an 80–90% success rate.

CHALLENGE

Every day, Elkov processed dozens of inquiries arriving in all kinds of formats – from PDFs and screenshots to plain text. Searching for products manually in an extensive database was time-consuming, and the process was inconsistent. On top of that, the database is updated daily, which means working with constantly changing data.

SOLUTION

- **Automatic product extraction** from emails and attachments using GPT-4 and advanced OCR, regardless of the input format.
- **Intelligent matching** against a database of 250,000+ items using vector embeddings for semantic search
- **Daily automatic synchronization** of the product database to work with up-to-date data
- **Smart Recall feature** that learns from users' manual corrections and applies them automatically next time
- **Security measures** – anonymization of sensitive data, encrypted communication, option of on-premise deployment
- **Agile development** with continuous iterations based on user feedback

TEAM SIZE

2–3 experts (senior developers, AI specialist)

TECHNOLOGIES

GPT-4, Python, vector embedding databases, automated daily data synchronization

PROJECT DURATION

Since June 2025

WHAT THE CLIENT VALUED

A flexible approach and willingness to tailor the solution to Elkov's specific needs without unnecessary compromises.

✓ **80–90% success rate** in automatic processing of standard inquiries, **nearly 100%** for structured documents with product numbers.

✓ **10× cheaper than the competition:** The solution costs CZK 150–200k + CZK 5k/month, while comparable commercial solutions cost around EUR 300k.

FACING SIMILAR CHALLENGES?

Let's talk about your project.