

HFS

HOT TECH

**HFS OneOffice™
Hot Tech: Fisent**

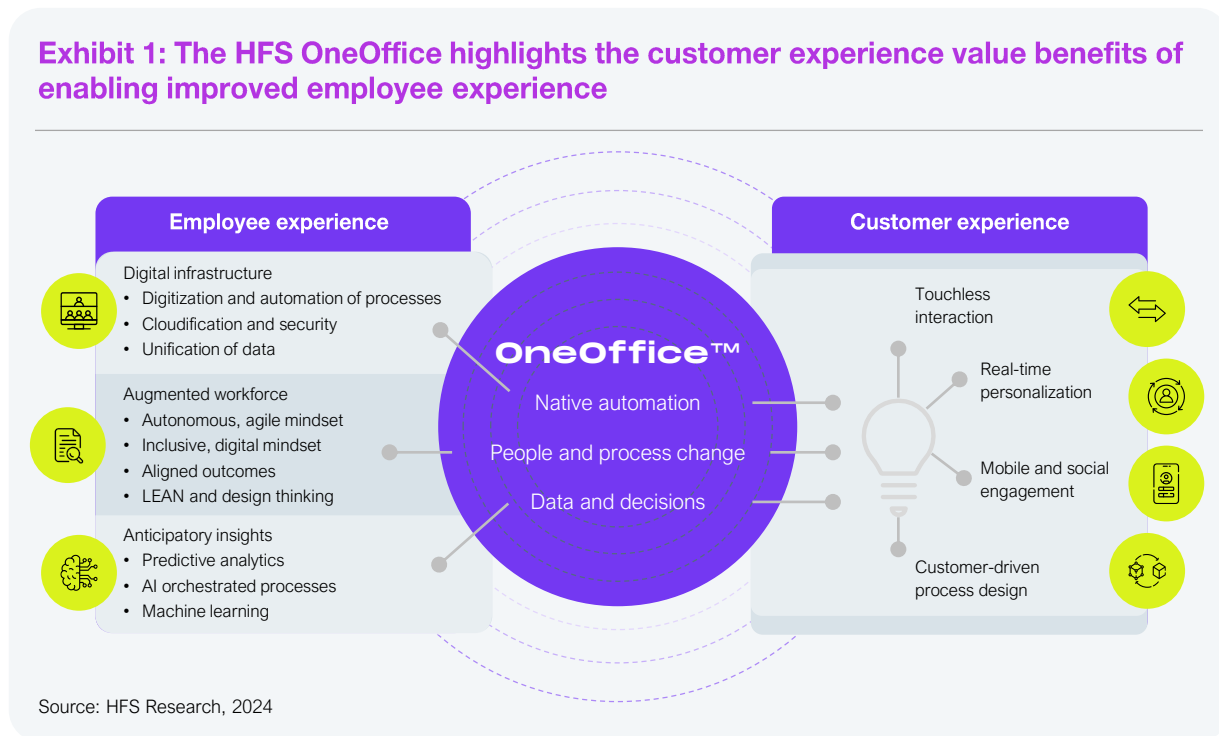
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Executive summary

HFS Hot Tech is an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice™ or HFS OneEcosystem™. This Hot Tech has been selected for its alignment with the HFS OneOffice, as illustrated in Exhibit 1.

Exhibit 1: The HFS OneOffice highlights the customer experience value benefits of enabling improved employee experience



HFS analysts regularly speak with numerous exciting start-ups and emerging players. We designate a select few as HFS Hot Tech based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and—in this case—impact on our OneOffice framework.

HFS Hot Techs may not have the scale and size required to feature them in our Horizons reports, but they have the vision and strategy to impact and disrupt the market. In the rapidly changing digital operations space, enterprises realize they cannot be everything to everyone. Enterprises consuming third-party services, service providers, and technology providers need a smart ecosystem to succeed and survive in the future.

HFS Hot Techs are service and technology providers handpicked by our analysts to help you flesh out your ecosystem with offerings that solve today's complex business problems and exploit market opportunities. HFS Hot Tech organizations display truly differentiated offerings and out-of-the-box thinking that can be inspiring and useful.

This report profiles one HFS Hot Tech selected through our rigorous five-step assessment. The HFS Hot Tech designation remains in place for one calendar year. Every Hot Tech joining our program remains listed on our [exclusive and searchable database](#).

Fisent Technologies: GenAI applied to process automation



Fisent Technologies (Fisent) specializes in automating complex, repetitive tasks within enterprises with 'applied generative AI (GenAI) process automation.' Its flagship BizAI platform takes a technology-agnostic approach to integration with large language models (LLMs; such as OpenAI's GPT and Google Gemini) to process and interpret unstructured data such as contracts and customer onboarding documents.

Its technology is particularly suited to automating processes that typically require human intervention such as document reviews and data extraction. It claims 93%-plus accuracy while supporting more than 150 content types.

Zero data retention and LLM-agnostic approach answer enterprise fears

Fisent's differentiation lies in its ability to integrate various LLMs into existing workflows, providing a model-agnostic platform adapted to the specific needs of each enterprise. The platform's zero-retention policy ensures that sensitive enterprise data remains secure, addressing one of the primary concerns of adopting AI-driven solutions.

Zero retention means no customer data is stored or retained after processing; it is especially valuable in industries with strict data privacy regulations such as finance, healthcare, and insurance. By avoiding the retention of sensitive data, Fisent helps enterprises minimize the risk of data breaches, non-compliance, and the associated financial penalties.

Processes can be honed with the best LLM integrated for each use case

Being LLM-agnostic means that Fisent does not only ensure its customers avoid LLM vendor lock-in but also applies the model that best fits a specific use case or each step in a process, whether it's for processing legal documents, customer service automation, or financial data analysis. The API-driven approach allows an enterprise to integrate Fisent's AI solutions into existing systems without requiring significant changes to the existing IT infrastructure, simplifying deployment.

While the set-up time from plan to production is potentially swift (in the order of 35 days end-to-end), the reality is that few firms are ready to simply plug-and-play any new AI technology. Fisent has to work with customers to navigate security, data, hallucination, and privacy concerns. These challenges remain obstacles that most companies are unwilling to rush through.

The good news for Fisent and its customers—the more often it is confronted by such enterprise concerns, the better the team can integrate lessons learned to productionize a response that will help future customers solve similar challenges faster.

Additionally, Fisent's capacity to handle diverse content types and formats sets it apart from competitors, enabling it to deliver comprehensive solutions across multiple industries.

Fortune 1000 IT solutions firm cuts order-matching processing time by 98%

Connection, a Fortune 1000 global IT solutions provider, addressed inefficiencies in processing its high customer order volumes by implementing Fisent's BizAI solution. The AI-driven system automated the order-matching process, which previously required significant manual effort. This improved order processing accuracy and reduced processing times by 98%, enabling the accounting team to shift its focus to more strategic tasks. The BizAI integration also

enhanced customer satisfaction through quicker order fulfillment and ensured secure data handling, meeting Connection's privacy and compliance requirements.

The deployment of Fisent BizAI resulted in operational improvements across Connection's accounting, collections, and sales teams. Employees reported increased efficiency and a shift toward more meaningful work. Connection's leadership recognized the value of these gains and is currently working to apply BizAI to more than 10 additional use cases across the organization.

HFS' take

We are adding Fisent to our HFS Hot Tech cohort for supporting the digitization and automation of processes and the insights it can deliver across silos in line with HFS OneOffice™. To deliver more impact to the enterprise, the company must move beyond technical descriptions and focus on outcomes that matter most to enterprise leaders—speed, cost reduction, and risk mitigation, highlighting specific, measurable business benefits.

The firm should also double down on developing its testing framework to prove BizAI's reliability and accuracy—and expand its range of supported content types and formats. Strategic partnerships with key players in the AI and cloud ecosystems could also enhance its credibility—beyond those it has already established with Pegasystems, Microsoft, AWS, and SoftServe.

Vendor fact sheet

- **Founded:** 2021
- **Headquarters:** Toronto, Canada
- **Key executives:** Adrian Murray (Founder and CEO), Brent Baiotto (COO), Jeff Irving (VP of Engineering)
- **Number of employees:** 10+
- **Funding source:** Seed funding from strategic investors, including Pegasystems, Sand Dollar Capital, and prominent entrepreneurs.
- **Key partners:** Pegasystems, Microsoft, AWS, SoftServe
- **Number of customers:** 10+
- **Solution portfolio:** Fisent BizAI, AI Integration Services, Fisent Risk
- **Key customers:** Fisent serves a broad range of customers, including Fortune 250 companies and small regional businesses.
- **Industry coverage:** Financial services, healthcare, insurance, retail, manufacturing, transportation

The HFS Hot Tech report author and program lead



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David is an Executive Research Leader at HFS and Editor-in-Chief of the HFS Hot Tech program. He also leads our OneOffice™ Emerging Technology Practice, is our strategic lead on Generative AI, Web3, and metaverse, and covers automation and employee experience. He is a published author (*The 10 Principles of Open Business*, Palgrave-Macmillan), a former tier-1 consulting director, and a digital strategy and innovation expert with leadership experience in start-up, scale-up, and enterprise digital transformation.

About HFS

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Our analysts and strategists have deep, real-world experience in the subjects they cover. They're respected for their independent, no-nonsense perspectives based on thorough research, demand-side data, and personal engagements with industry leaders.

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