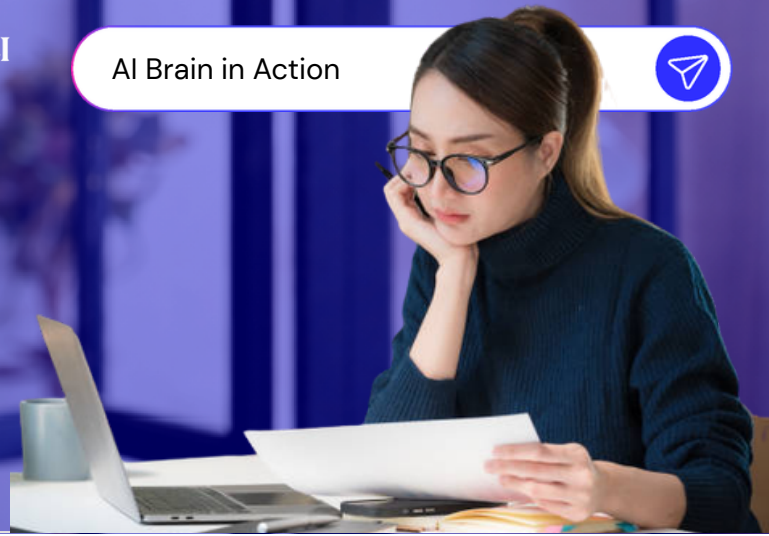




Rivoli Group Turns
Technical Complexity
into One AI Workspace
with NSOffice.AI



Impact At A Glance



65%

Reduction in manual
review



70%

Higher IT and Engineering
team productivity



2x

Faster adoption across
the technical team

Challenge

Rivoli Group is one of the leading luxury lifestyle retailers in the Middle East, managing over 100 international brands across watches, jewellery, eyewear and leather, with more than 1,600 employees across the UAE and the wider GCC. Its IT, Infrastructure, and Digital Transformation team keeps that operation running boutique systems, brand partnership platforms and the infrastructure connecting markets across the region.

Investigating a technical issue meant crossing three separate systems used by them. Deployment guidelines sat in one place, logs and vendor agreements in another, architecture diagrams and screenshots in a third. Each format needed **its own way of being read, and none of them connected.**

Solution

NSOffice.AI gives Rivoli's IT, Infrastructure, and Digital Transformation team a single workspace, combining conversational chat, document analysis, images and artifacts, instead of four separate tools.

When an engineer describes a configuration issue in chat, NSOffice.AI pulls the relevant deployment guidelines and looks up anything it doesn't already have. It reads a vendor agreement or SLA and **finds the exact clause that matters**. It reads an architecture diagram or screenshot alongside the related logs, putting the visual and the technical detail in the same conversation.

NSOffice.AI now handles troubleshooting, document analysis, and visual review in one place, three workflows that used to sit in three separate formats. That shift drives the **65% cut in review time** and the **50% lift in productivity**. Once the investigation wraps, NSOffice.AI writes the change-management note as an artifact, ready to hand off.

Key Highlights

- **Technical-first adoption:** built for hands-on engineering work by IT, Infrastructure, and Digital Transformation, not general business writing.
- **Multi-market footprint:** the same workspace supports technical teams across brands and boutiques throughout the GCC.
- **Cross-format reading:** vendor agreements, SLAs, infrastructure docs, and compliance materials are all handled without a separate process per format.

- **Spans the operating model:** retail systems, brand partnership platforms, and boutique execution all sit on the technical layer this workspace supports.

Conclusion

NSOffice.AI cuts manual review time by 65% and makes the **technical team 50% more productive**, and engineers pick up the workspace twice as fast.

The platform takes the team **from a technical question to a finished output in one workspace**, instead of hunting across separate formats.

Chat, document analysis, images, and artifacts **work as one system, not four tools** an engineer has to switch between.

NSOffice.AI already runs across Rivoli's operations in the GCC, and scales with the company as its **technology footprint grows**.
