



# FUSE UNIVERSAL

FUSE LEVERAGES AI SEARCH TO ENHANCE NEXT  
GENERATION LEARNING PLATFORM

CUSTOMER STORY

“Embedding Discovery into the Fuse platform enabled us to add AI Search capabilities - including generative answers and semantic search - seamlessly, easily and cost-effectively.”

*Steve Dineen, Founder and President, Fuse*

### Introduction to Fuse

Fuse is an all-in-one learning platform that combines advanced learning management and experience capabilities, powered by the latest AI technology. Designed to simplify the work of learning and development teams, while delighting learners, it delivers the next generation of modern learning through an engaging, consumer-grade experience that meets user demands.

### An opportunity to differentiate and delight customers

Fuse recognized that enhancing the quality of the user search experience presented a significant opportunity for both product differentiation and customer retention. “The need to provide the very best possible search is critical to our customer needs and to what we are trying to achieve at Fuse with regards our vision for the future of learning at work,” says Steve Dineen, Founder and President. “Pureinsights’ Discovery platform enabled us to add AI search capabilities including generative answers and semantic search seamlessly, easily and cost-effectively.”

### At a Glance

**Customer:**

Fuse Universal

**Industry:**

Software Developer

**Geography:**

London, UK

**Function:**

Learning Solutions

**Business Challenge:**

- Adding AI Search features
- Understanding the art of the possible

**Solution:**

- Discovery platform

**Outcomes:**

- Increased customer satisfaction
- Accelerated time-to-value
- Competitive advantage
- Customer retention

## AI Search

Fuse's search utilizes the most advanced generative AI capabilities, allowing it to not only instantly find content but to deeply understand the content within a document, course or video.

Fuse uniquely has the ability to surface the perfect knowledge to complete any task within 2 clicks and 10 seconds, including the answer to any question.

"Our approach to learning in the flow ensures that learning becomes a natural part of the work process, enabling users to acquire new skills and knowledge in real-time," adds Dineen.

## Intelligent Content Processing

The Fuse platform uses Discovery's content processing pipelines to transform content into a structured, Large Language Model (LLM) ready format. This includes chunking content into manageable pieces, adding metadata and embedding it into vector representations for efficient search.

"We realized that efficient content processing was key to delivering accurate, high-quality search results," says Dineen, "Discovery is instrumental in parsing content, making it ready for AI Search services."

## Competitive Advantage

Integrating Discovery into the Fuse platform to enable AI search has provided Fuse with a new competitive edge. "The enhanced search functionality has been well received by our customers," continues Dineen. "It's helping learners find the right content faster, making their experience more intuitive and driving greater engagement across the platform."

"Discovery has helped differentiate the Fuse Learning Platform by allowing us to provide a superior search experience to our customers."

*Steve Dineen, Founder and President, Fuse*



Pureinsights transforms the way organizations interact with information, leveraging cutting-edge AI technologies like Generative AI, Vector Search, and NLP to build intuitive, human-centered applications that go beyond traditional search. From information retrieval to innovative use cases like audio diagnostics, we help businesses uncover new insights and drive innovation. [www.pureinsights.com](http://www.pureinsights.com)

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