



SHI FineTune, a fine-tuning as-a-service solution

Turn pre-trained AI models into secure, production-ready AI that drives measurable results.



Most AI projects stall before they scale. Why? Because generic models don't understand your business, your compliance rules, or your workflows. Organizations need intelligent systems that understand your specific language, workflows, and goals. Fine-tuning as a service (FTaaS) embeds your data and policies into the model so it performs like it was built for you – turning pre-trained AI into secure, high-performing solutions aligned to your data and ready to deliver real business outcomes.

SHI FineTune empowers organizations to adapt pre-trained large language models (LLMs) to your domain-specific needs. Leveraging your proprietary data, we transform generic AI into intelligent, context-aware systems that drive measurable results.

Why SHI FineTune?

SHI FineTune is designed for enterprise and public sector organizations that need more than out-of-the-box AI. We fine-tune LLMs to deeply understand your business context, whether it involves healthcare compliance, legal terminology, public sector policies, or manufacturing SOPs. Our service enables faster decision-making, improved accuracy, and significantly enhanced user experiences, all while maintaining the security and governance your environment demands.

Real-world use cases

Public sector agencies leverage FTaaS to power grant eligibility chatbots that clarify complex policies in real time. Healthcare organizations enhance clinical documentation with models that quickly summarize patient notes. Legal departments reduce contract turnaround with clause-specific Q&A bots. In education, FTaaS enables generative AI tutors trained on custom curriculum to promote student success at scale.

Some common use cases include:

- Grant eligibility chatbot (Public sector)
- Clinical note summarizer (Healthcare)
- Legal clause analyzer (Legal)
- Generative AI tutor aligned to curriculum (Education)
- Custom recommendation engine (Retail)
- Financial report summarizer (Finance)

Measurable business outcomes

SHI's FineTune customers have realized 5- to 10-point gains in task-specific accuracy, cut operational costs by up to 70%, and deployed tuned models into production in less than three weeks.

By embedding your data and logic into the AI model, FTaaS increases automation, improves personalization, and unlocks new digital efficiencies across all departments.

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Enterprise-grade AI, delivered securely

SHI FineTune runs on our secure, containerized AI Lab infrastructure. Built on market-leading frameworks such as NVIDIA NeMo, FineTune supports open models like Llama, Mistral, Falcon, and Cohere. We utilize domain-adaptive pretraining (DAPT), parameter-efficient fine-tuning (PEFT), and custom tokenization to tailor the model to your needs.

Deploy in your cloud, on-premises, or within SHI's hosted AI environment with complete control over data, models, and IP.

How SHI FineTune works

We use advanced techniques like domain-adaptive pretraining (DAPT) and parameter-efficient fine-tuning (PEFT) to customize models quickly and cost-effectively. These methods allow us to embed your organization's expertise into the model without the need for expensive full retraining — so it performs like it was built just for you. You don't need to be a data scientist to benefit from these innovations — we handle the complexity so you can focus on outcomes.

- Injects domain expertise into LLMs using your data
- Fine-tunes using efficient techniques (LoRA, P-Tuning)
- Prepares and secures your data with PII redaction
- Delivers validated, performance-optimized models
- Offers secure deployment on-prem, cloud, or hybrid



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Why FTaaS matters

- Boosts AI accuracy for your specific use cases
- Reduces cost by up to 90% versus full model retraining
- Speeds time-to-value with 2- to 3-week delivery cycles
- Ensures data privacy and regulatory compliance
- Enables competitive differentiation with tuned AI

Why SHI

SHI is not just a global IT solutions provider; we are your AI transformation partner. Our AI Lab infrastructure, in partnership with NVIDIA, is purpose-built for enterprise-grade ideation, experimentation, and adoption. This aligns directly with our strategic approach: Imagine, experiment, adopt. We empower organizations to imagine what's possible with AI, experiment in secure, scalable environments designed for rapid prototyping and production rollout, and adopt solutions with confidence — backed by our deep expertise in infrastructure, data governance, and enterprise AI.

SHI brings the technical depth and operational rigor needed to succeed. We help you navigate complexity, reduce risk, and unlock real business value.

Whether you're enhancing citizen engagement, streamlining compliance processes, or powering next-generation digital assistants, SHI FineTune delivers intelligent, secure, and results-driven AI you can trust. Start small, prove value, and scale with confidence, without locking into a single vendor or runtime.

Speak to an AI expert. Contact us at AI@SHI.com.

Learn more at SHI.com/AI.

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