Answergrove: questions partners ask

Where does the data go?

It stays in the EU. The two-week pilot runs in the Microsoft Azure environment of SIA KSJ in Sweden Central, with SIA KSJ as the customer's processor under Article 28 of the GDPR; the pilot index, document excerpts and logs are deleted within 30 days after the pilot ends. After rollout the index, the AI and the logs run in the customer's own Azure subscription. The AI is Azure OpenAI in the EU Data Zone, under Microsoft's data protection terms.

Can a user get an answer from a document they cannot open?

No. Answergrove checks the user's own SharePoint permissions before it answers. On day 5 of every pilot we test it with a restricted document the customer chooses and give the result in writing.

How does it fit with Copilot?

It works with or without Microsoft Copilot. Answergrove has no per-user licence, so every employee can ask, and it answers from the SharePoint sites the customer chooses, with the document, page and version behind every answer. No Copilot licence is needed.

Which files and sources does it cover?

Indexed sources are SharePoint only: the document libraries and lists you choose. Files shared in Teams channels live in SharePoint sites, so they are covered when you choose those sites; files shared in chats live in personal OneDrive and are not. PDF, Word, Excel, PowerPoint and text files are indexed; citations name the PDF page, Excel sheet and rows, or PowerPoint slide. Scanned PDFs without a text layer are not read. Registers kept as SharePoint lists are read live.

What does the customer need to provide?

One SharePoint site or library, 5 to 10 real questions, about ten minutes of a Global Admin for two app registrations, and the people who ask questions in week two. No Azure subscription is needed for the pilot; the rollout needs one in the customer's tenant.

What does it cost the customer?

The pilot is 1,500 EUR fixed, credited in full toward the rollout, and there is no Azure bill for it. Rollout is fixed price: Starter 4,950 EUR, Pro 9,950 EUR, Enterprise from 19,950 EUR. After rollout, Azure usage is billed by Microsoft to the customer in the customer's own subscription.

What languages does it handle?

Any European language: a Swedish procedure can answer a question asked in English. In production it answers from documents in four languages.

What if old copies of documents stay on SharePoint after a migration?

The customer's admin chooses what Answergrove reads from one SharePoint list, without code, and can exclude the libraries that hold old copies.

Does it do more than answer questions?

Answergrove also prepares e-mails, tasks and meeting invitations from the chat, in your own name. You check each one and send it yourself.

Is it on Microsoft Marketplace?

Yes, Answergrove is listed there: https://marketplace.microsoft.com/en-us/product/saas/siaksj.answergrove . The listing has a Contact me button; the pilot agreement is signed directly with SIA KSJ.

What do I do as the partner?

Introduce the customer and stay their contact. We deliver the pilot and rollout. You earn 20 % of what the customer pays us, excluding VAT, for the pilot and for the rollout that follows within 12 months.

Can I sell it under my own name?

No. Answergrove stays KSJ's product and is delivered under our name. You keep the customer relationship and the commission.

Do you work in German, Danish or Dutch?

In writing, yes. Calls and meetings are in English.
