



Sandip Patel

Glenfarne Group, a global energy infrastructure leader, faced critical operational challenges: vital technical knowledge was siloed in multilingual PDF manuals and diagrams, slowing troubleshooting and risking errors. Teams across the Americas struggled with language barriers, manual searches, and fragmented documentation, causing delays and inconsistent maintenance. The need was clear—a unified, AI-powered solution to instantly surface accurate procedures and visual references, regardless of language or location, to empower both English- and Spanish-speaking staff and support safe, efficient operations. Sandip Patel led the design and deployment of a custom AI Knowledge Copilot on Azure, leveraging Retrieval-Augmented Generation (RAG) and multilingual support. The solution indexed Glenfarne's PDFs and images, enabling natural-language Q&A with cited answers and inline diagrams. Sandip partnered hands-on with Glenfarne's IT and operations teams, troubleshooting code, resolving security and indexing issues, and iterating rapidly to meet evolving needs—such as Spanish query support and secure, production-grade deployment. The approach prioritized customer feedback, operational security, and seamless integration with Glenfarne's existing Azure investments, delivering a repeatable, scalable solution. The AI Copilot transformed Glenfarne's operations: engineers now retrieve answers in seconds, reducing troubleshooting and research time by over 50% for common queries. Bilingual staff access critical procedures without translation delays, improving safety and consistency across regions. Visual answers with diagrams reduce misinterpretation and rework. Unified documentation accelerates onboarding and knowledge retention, while leveraging Azure avoided extra licensing costs and delivered substantial ROI. Glenfarne's leadership expressed renewed confidence in Microsoft, citing the solution's impact on efficiency, safety, and trust—and plans to expand Copilot adoption across business units and integrate with Teams for daily workflows.

FY26 Q2

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Due to the hiring pause, the SMC East Azure Acquisition team has been operating with 2 Acquisition CSAs instead of the 6 initially planned in the blueprint. However, we still needed to drive the business and make sure customers received the adequate skilling, onboarding, and technical guidance. Priyanshu and Sandip stepped up to the task and collaborated as one unit with their DSRs to ensure tech intensity with customers. They exemplified Growth Mindset and Customer Obsession to continue to support the 6 DSRs/Acquisition Specialists across 1105 accounts in SMC East. Since the beginning of the fiscal year, they've supported 115 opportunities and delivered 22 Azure Governance Sessions. In Q3 only, they've already jointly delivered 44 Over-the-Shoulder technical engagements. Their technical leadership helped the East Azure Acquisition team achieve a 113% YTD attainment for our East Azure Acquisition business.

FY23 Q3

SMC, United States, SMC & Digital Sales

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