

# Delivering customer value with contextual, privacy-first AI

Zoho leverages the Dell AI Factory with NVIDIA to deliver agentic and enterprise AI solutions with a contextual, privacy-first and multimodal AI approach.

## Business needs

Zoho's AI approach delivers exceptional, context-driven customer value for seamless AI adoption. This is achieved through Zoho's AI stack that includes proprietary large language model (LLM) Zia LLM, prebuilt agents available natively in apps or through Zoho's Agent Marketplace, and a custom agent builder, Zoho Agent Studio. Furthermore, AI capabilities are contextually available within various products across sales, finance, collaboration and more, with right-sized models used for specific business use cases. Privacy is a priority and Zoho requires high-performance infrastructure to train and deploy its AI stack while supporting data sovereignty.

## Business results



Accelerates enterprise and agentic AI adoption for 130 million+ users with AI offerings, including AI agents and Zia LLM.



Supports data privacy compliance and robust data sovereignty alignment with privacy-first approach.



Future-proofs AI with advanced computing, low latency networking and scalability.



Enables Zoho to deliver AI solutions such as conversational AI, Zia Agents, Agent Studio, Zia LLM and more.

## Solutions at a glance

- [Dell AI Factory with NVIDIA](#)
- [Dell PowerEdge XE-Series servers with NVIDIA accelerated computing](#)
- [NVIDIA NeMo](#)
- [NVIDIA Quantum InfiniBand switches](#)
- [Dell ProSupport for Infrastructure](#)



**Dell Technologies and NVIDIA have accelerated Zoho's faster time to market with breakthroughs in AI innovation.**

## Driving multilateral innovation with AI

Zoho Corporation, established in 1996, is a global leader in software innovation, serving over 130+ million users. A unique and powerful software suite for businesses of all sizes, Zoho offers 55+ products supporting full spectrum of business needs such as sales, finance, collaboration and HR. In today's fast-evolving technology landscape, businesses must embrace AI-driven automation without compromising on security or relevant data sovereignty compliance. To address these challenges, Zoho designed its AI stack to securely deliver enterprise AI solutions, enabling systems to make independent decisions as agentic AI emerges.

## Breaking new ground with enterprise AI solutions

Zoho deeply embeds multimodal AI solutions into its systems, focusing on privacy and business context to meet the unique needs of enterprise customers. Its newly-launched proprietary Zia LLM is trained on business use cases such as structured data extraction, summarization, retrieval-augmented generation (RAG), and code generation. It includes three models with 1.3 billion, 2.6 billion, and 7 billion parameters, optimized for different tasks to balance power and efficiency. Zoho's custom-built tech stack handles structured and unstructured data seamlessly with no-code and low-code tools, helping businesses adapt and innovate quickly.

Zoho is accelerating AI advancements in collaboration with Dell Technologies and NVIDIA. The company

automates processes and empowers its 18,000+ employees to focus on innovation and customer needs. "Dell Technologies and NVIDIA have really helped us in faster time to market with quicker development and deployment of multimodal LLMs," says Ramprakash Ramamoorthy, Director of AI Research at Zoho Corp.

## A future led by AI agents and enterprise insights

For over a decade, Zoho's AI assistant, Zia, has evolved from proactive to prescriptive and now includes generative and agentic AI. Zia Agents are self-sufficient bots handling organizational roles like sales development, customer support, and account management. "Agents are going to be critical for digital businesses in the next 5 to 10 years because agents are what bridge the nature of LLMs to concrete enterprise information," states Ramamoorthy.

Zoho provides a prebuilt AI agent suite for seamless enterprise integration, and an agent studio that lets businesses create custom AI agents using prompts or low-code. Some prebuilt agents available on the Zia Agent Marketplace include:

- Revenue Growth Specialist: Identifies upsell and cross-sell opportunities and recommends personalized marketing approaches.
- Deal Analyzer: Provides deal insights, including win probability, next best actions, and follow-up suggestions; and,
- Candidate Screener: Ranks and identifies the best candidates for a job based on skills, experience, and role requirements.

The Zia Agent Marketplace allows customers to deploy AI agents quickly. Soon, ecosystem partners, ISVs, and developers will be able to create and host agents on the Marketplace, simplifying enterprise agentic AI adoption.

"Zoho is bringing a full-fledged suite of agentic AI solutions that our customers can take advantage of, and that is enabled by Dell Technologies and NVIDIA's



*Zoho is bringing a full-fledged suite of AI solutions that our customers can take advantage of, and that is enabled by Dell Technologies and NVIDIA's partnership.*

**Ramprakash Ramamoorthy**  
Director of AI Research, Zoho Corp.



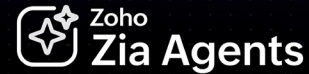
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*This collaboration has been more than just infrastructure – it's been strategic, enabling faster time-to-value for us and our customers.*

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**Ramprakash Ramamoorthy**

Director of AI Research, Zoho Corp.



partnership,” mentions Ramamoorthy. Zia Agent Studio users get access to over 700 actions, to start with, across Zoho’s products, including the same tools Zoho’s developers use, making it easy to build any agent. More actions are being added. These user-built agents can be deployed autonomously either through a simple button click or rule-based automation.

Zoho’s AI infrastructure leverages the Dell AI Factory with NVIDIA, combining Dell PowerEdge XE-Series servers with NVIDIA accelerated computing, NVIDIA NeMo and NVIDIA Quantum InfiniBand Switches that enable users to develop more robust, secure LLMs with low-latency networking and high performance. The Dell ProSupport for Infrastructure provides comprehensive support in managing the infrastructure for faster time-to-market. “The Dell AI Factory with NVIDIA has helped us accelerate our AI model development especially in terms of training and inference, by having cutting-edge hardware and software that work really well together”, says Ramamoorthy.

## A global partner for local data sovereignty

Zoho takes a privacy-first approach, supporting data privacy compliance and strong data sovereignty while driving growth across emerging and established markets worldwide. By building its own infrastructure and hiring locally, Zoho is able

to scale growth across 150+ countries. This enables the company to deliver AI solutions tailored to local needs. “The partnership helps us strike a balance between performance, cost-efficiency, and compliance with our in-country data hosting commitments,” says Ramamoorthy.

And Zoho continues to expand its capabilities globally, making AI more accessible, contextual, and practical across a variety of business functions. As Ramamoorthy mentions, “This collaboration has been more than just infrastructure – it’s been strategic, enabling faster time-to-value for us and our customers.” With continued global expansion and deep technical alignment with Dell Technologies and NVIDIA, Zoho is positioned to scale AI services and agentic AI adoption even further.

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**Ramprakash Ramamoorthy**

Director of AI Research, Zoho Corp.

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