onyx + ramp

Ramp relies on Onyx as their AI knowledge platform to support continued growth

30x ROI
Using Onyx to solve knowledge access for both their internal teams and customers.

93%
Auto resolution rate of customer support questions and requests using Onyx AI agents.

115k Queries
Average number of queries answered by Onyx per month.

◆ About Ramp

Since launching in 2019, Ramp has become the fastest-growing corporate card and spend management platform in the U.S., breaking records along the way (such as the fastest company ever to reach $100M in ARR). Their mission is to help businesses spend less and operate more efficiently by streamlining expense management, accounts payable, and budgeting—all in one platform. Learn more at ramp.com.

◆ The Challenge

With Ramp's rapid scaling, knowledge access was becoming a clear bottleneck in their operations. There were dedicated teammates whose entire day revolved around answering cross-functional questions in Slack, many of which were repeat questions on well documented topics. Combine that with the increasing usage of the Ramp platform and influx of customer support tickets, the inability to rapidly find information was becoming a blocker towards the team's continued growth.

To solve this, Ramp set out to find a unified knowledge platform that is:

Able to meet users no matter where they are	Connected to all their knowledge with flexible document access controls
Transparent and easy to build on top of	Reliable in answer quality with minimal LLM hallucinations

> " Before Onyx, we tried a bunch of other software but the search quality was never quite where we needed it to be."

said Thomas Haversang, Product Manager at Ramp. They also tried building in house which came with other challenges – the complexities of maintaining real time updates, fine grained access controls, and combining –

the many signals required to for a high quality search, made it too heavy of an investment.

◆ The Solution

Ramp adopted Onyx to serve as the single source of truth across over a dozen different connectors. What started as a POC in a single Slack channel was quickly discovered by other teams who demanded access as well. Today Onyx is used both internally and within the Ramp product to answer **thousands of questions each day.**

As a Slack first company, Ramp leaned into the customizability of the Onyx Slack bot to meet teams where they already work. The ability to create multiple Slack bots with different behavior and channel level configurations was critical to serving the needs of different internal teams. Ramp has created multiple Slack bots and **25+ channel configurations** each with custom instructions and unique knowledge.

> " It's an easy to set up, intuitive product and finds natural product market fit by meeting your team where they're already collaborating
>
> **Tony Rios**
> Directory of Product Operations at Ramp

One of the most active channels, #ask-product, has Onyx providing answers for Ramp's product, sales, and customer success teams by drawing from product docs, common questions, and internal discussions. Onyx is fielding **hundreds of questions a day in this channel alone.**

As Ramp continues scaling up and opening offices in different locations, Onyx is helping their distributed workforce get answers in seconds instead of hours.

Onyx for Ramp is also much more than an Enterprise Search software. It's also a knowledge platform that

Ramp is leveraging to enable GenAI Agents and automations. To keep up with their growing user base, Ramp needed a solution that could be built on top of and integrated directly into their application.

> " The simple assistant creation UI makes it really easy to get started with customizing agents and Onyx being open source makes it really easy to build on for the more complex flows.
>
> **Kevin Shi**
> Staff Software Engineer at Ramp

Leveraging Onyx's open source nature, Ramp was able to build **"Ramp Assist"**, a GenAI customer support agent within the Ramp product that today is deflecting 93% of all customer tickets. It is powered by a set of Onyx AI agents connected with past tickets, support runbooks, and custom actions that the LLMs can choose. The ability to customize the retrieval and understand what happens under the APIs led to Onyx being a clear winner in search quality and extensibility against many other tools that were evaluated for this use case.

Today Ramp is continuing to expand its usage of Onyx. The team is looking to automate email based support as a next step with eyes on more ambitious projects like agent orchestration using Onyx as the centerpiece to bring in all of Ramp's unique context.

Ramp's favorite Onyx features:

OnyxBot in Slack	Onyx Developer APIs	Onyx Web and Admin UI

◆ About Onyx

Make GenAI more useful for work by enriching it with the knowledge from your team's documents, applications, and people. Onyx lets anyone from the team create custom AI Assistants with unique instructions, knowledge, and actions.