

# Success Stories

**Global Professional Services** company focused on risk management, operations and sustainability

## Challenge

The company needed a smarter solution than traditional search to help consultants quickly find and understand information in SharePoint documents. An intelligent conversational assistant - like an internal ChatGPT - was designed to support knowledge transfer and consulting tasks by handling complex queries and maintaining context.

## Solution

### 1 DATA ORGANIZATION & ENRICHMENT

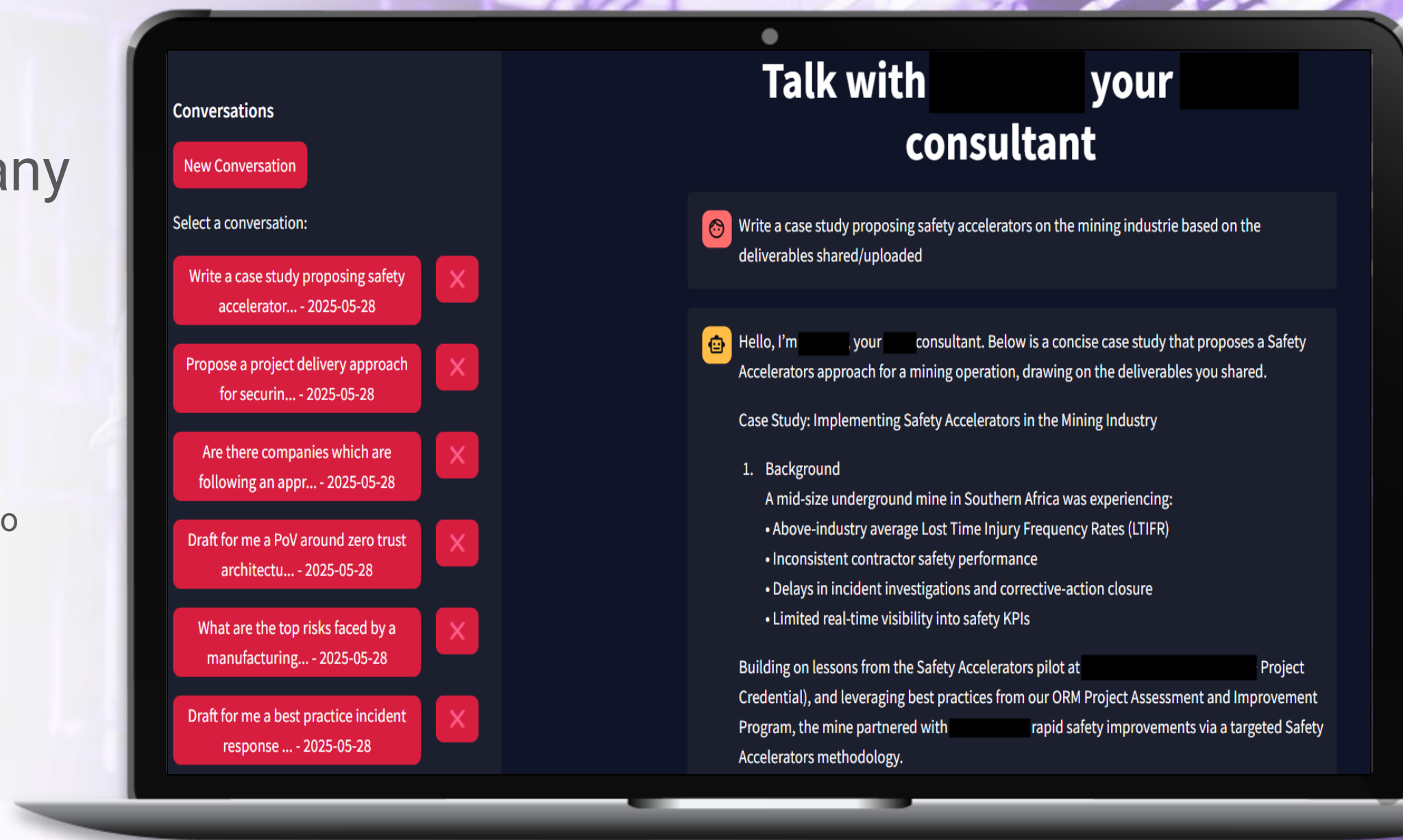
Automated pipelines were set up to pre-process SharePoint documents, producing high-quality, standardized outputs with strategic summaries and metadata

### 2 KNOWLEDGE DATABASE CONFIGURATION

Pre-processed documents are stored in a semantic vector database to enable powerful search within the chat application

### 3 AGENTIC AI DESIGN AND BUILD

The assistant acts as an internal ChatGPT, using business knowledge to answer questions, retain conversation history, and analyze newly uploaded content



### Results

The Professional Services company decreased the time to search for information and increased efficiency of its consultants, by centralizing their knowledge base coupled with an agentic AI, fully conversational, powered by machine learning.

Agent was able to provide precise answers, in context, speeding customer deliverables and allowing the team more time for strategic and business development activities.