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Intelligence Solution

Navigating Company Data

Summary

By implementing this solution organizations can ensure that its employees and stakeholders can navigate through the myriad of company information efficiently and accurately, promoting informed decision-making, enhancing productivity, consistency and compliance across the organization.

#outsystems

Intelligence Solution - Navigating Company Data

Background

Employees and stakeholders often require specific information related to company policies, guides, knowledgebase articles, and FAQs to perform their tasks efficiently and make informed decisions. However, sifting through vast amounts of data and documents to find precise answers can be time-consuming and challenging.

Scenario

An international corporation with diverse departments and a wide array of internal policies, guidelines, and knowledge resources, experiences a bottleneck in information dissemination among its employees and stakeholders. The challenge is to provide tailored answers to specific queries across multiple information sources, ensuring that users can access accurate and relevant information promptly.

Solution

The developed solution employs advanced technologies for information indexing, semantic search, and generative AI to create a robust platform that provides tailored answers to user queries across various information sources, such as company policies, guides, knowledgebase articles, and FAQs. Completed with a supporting workflow to keep information accurate and up-to-date.

Benefits

EFFICIENT INFORMATION RETRIEVAL: The solution enables users to obtain specific, relevant answers to their queries promptly, without the need to sift through extensive documentation.

ENHANCED PRODUCTIVITY: By providing quick and accurate information, the solution allows employees and stakeholders to make informed decisions swiftly, thereby enhancing overall productivity.

IMPROVED USER EXPERIENCE: The intelligent, user-friendly interface ensures that users can navigate through the platform effortlessly, obtaining the information they need with ease.

REDUCED OPERATIONAL STRAIN: By automating the process of information retrieval, the solution reduces the operational strain on support and information management teams, allowing them to focus on more strategic tasks.

KNOWLEDGE PRESERVATION: The solution ensures that vital company knowledge is preserved, indexed, and easily accessible, preventing knowledge loss and delivering continuity.

SCALABILITY: The solution can be scaled to accommodate growing information and user bases, ensuring it remains effective as the company evolves.

ENHANCED COMPLIANCE: By providing accurate and up-to-date information on policies and guidelines, the solution supports adherence to regulatory and internal compliance.

DATA-DRIVEN INSIGHTS: Analytics derived from user queries and interactions with the platform provide valuable insights into information demand, enabling strategic planning and content development.

CROSS-DEPARTMENTAL CONSISTENCY: Access to the same, accurate information for all departments leading to consistency in practices and decision-making across the organization.

CUSTOMER AND STAKEHOLDER SATISFACTION: By ensuring that employees and stakeholders have ready access to the information they need, the solution enhances satisfaction and trust among users.