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USE CASE

Empowering Business Efficiency with AI-Powered Document and Knowledge Management

Through Noesis' AI-powered knowledge management solution, the organization now operates with **faster, more reliable access to critical business information**, streamlined knowledge sharing, and improved collaboration. Fully integrated into existing systems and designed for scalability, the solution significantly reduces operational delays and strengthens decision-making - **turning fragmented information into actionable business knowledge**.

Sector Legal	**Delivery Unit** Data Analytics & AI	**Solution** GenAI

CHALLENGES

Key issues included:

> **Fragmented and disorganized information**, making it difficult to locate critical data when needed.

> **Slow, manual processes** for retrieving and sharing documents, causing delays in operations.

> Lack of a **centralized, intelligent system** to enable fast access to strategic insights, guidelines, and procedural documentation.

> **Reduced collaboration across departments** due to inconsistent access to shared knowledge.

GOALS

The organization faced **significant challenges in managing and accessing business documentation**, which directly affected decision-making and operational efficiency.

To overcome these obstacles, the organization needed a **more agile, efficient, and scalable approach** to manage internal knowledge and ensure fast, reliable access to essential information.

SOLUTION

Noesis implemented an **AI-powered intelligent assistant** designed to improve document search, streamline knowledge sharing, and optimize information management processes.

Key elements of the solution:

> **AI-driven search assistant** enabling fast, accurate retrieval of business and operational documents.

> **Centralized knowledge repository** to ensure consistent access to up-to-date information.

> **Identification of gaps in documentation,** supporting continuous improvement of content and processes.

> **Reuse and optimization of corporate knowledge,** reducing duplicated effort and manual rework.

> **Full integration with the company's existing systems and workflows,** including potential incorporation into management and collaboration tools.

Technical Foundation

Built on **Azure OpenAI Service (GPT-4o or latest)** for natural language interactions, **Azure AI Search** (hybrid keyword and vector search) for fast, contextual document retrieval, **Azure Document Intelligence** for structured extraction of information from PDFs and other documents, and **Azure Blob Storage** for secure, scalable document management. The system automatically updates itself through continuous indexing and offers optional integration with **SharePoint** to enhance context and reach.

RESULTS

> **Reduced time to access strategic and operational information**, enabling faster decision-making.

> **Maximized use and reuse of corporate knowledge**, promoting efficiency and reducing effort

> **Improved information management processes**, with better visibility into gaps and areas for content development.

> **Enhanced collaboration across departments**, driven by consistent, shared access to key documents.

> **Fully integrated solution**, ready for extension into collaboration and management platforms for seamless workflow support.

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Noesis is an international tech consulting company with 30 years of experience, delivering solutions to drive digital transformation and support business growth. It offers a wide portfolio of IT services, including areas such as IT Ops & Infrastructure, Cloud & Security, Enterprise Solutions, Low-Code Solutions, Data Analytics & AI, DevOps & Automation, Quality Management, Enterprise Application Integration, and Professional Services.

With more than 1.300 highly qualified talents, Noesis operates in seven countries: Portugal, Spain, the Netherlands, Ireland, Brazil, the USA, and the United Arab Emirates. As part of the Altia Group, listed on the Spanish stock exchange BME Growth, the company integrates a network of more than 4000 professionals, with operations in nine countries and a presence in more than 30 locations.