

## USE CASE

# Accelerating Employee Onboarding with AI-Powered Knowledge and Research Assistant

With Noesis' AI-driven knowledge and research assistant, the organization now delivers a **faster, more consistent onboarding process**, reduces time to productivity, and maximizes the value of internal knowledge - all while **eliminating manual processes and ensuring scalability** for future growth. The AI solution is fully integrated into the organization's ecosystem, ready to support the onboarding of employees.

**Sector**  
Legal

**Solution**  
Azure OpenAI

**Delivery Unit**  
Data Analytics and Low Code Solutions



## THE CHALLENGE

The organization faced challenges including:

- › **Delays in accessing essential information and resources**, slowing down productivity and role assimilation.
- › **Inconsistent onboarding experiences**, with variation in the information provided to new hires.
- › Difficulty **locating and leveraging internal knowledge**, causing duplication of effort and knowledge gaps.
- › Heavy **reliance on manual processes**, limiting scalability and standardization.

## GOALS

The integration of new employees is a critical process but was often **slow, inconsistent, and heavily manual**. To enable **faster, seamless onboarding**, a more **agile and efficient approach** was required - one that would provide immediate access to **critical knowledge and resources**, streamline **technical and business documentation searches**, and ensure a **consistent, scalable onboarding experience**.

## SOLUTION

Noesis implemented an **AI-powered internal knowledge and research assistant**, designed to accelerate onboarding and knowledge sharing across the organization.

### Key capabilities of the solution:

- › **Research Assistant for Technical and Business Documentation**, allowing new hires to quickly search and retrieve relevant information.
- › **Centralized access to internal knowledge**, enabling consistent onboarding and reducing duplicated effort.
- › **Identification of gaps in documentation**, supporting the continuous improvement of internal processes and content completeness.
- › **Fully integrated with existing internal tools and platforms**, ensuring a seamless experience within the company's current ecosystem.
- › **Scalable and standardized approach**, reducing manual processes and improving onboarding consistency across roles and teams.



### Technical Foundation

Built on **Azure OpenAI Service (GPT-4o or latest)** for intelligent natural language interactions, **Azure AI Search** (hybrid keyword and vector search) for accurate information retrieval, **Azure Document Intelligence** for structured extraction of content from PDFs, and **Azure Blob Storage** for secure document storage. The system continuously updates itself with automated indexing and offers optional integration with **SharePoint** for broader knowledge access.

## RESULTS

- › **Reduced onboarding time**, enabling faster integration and early productivity of new consultants.
- › **Enhanced internal knowledge reuse**, streamlining access to technical and business documentation.
- › **Consistent onboarding** experience, ensuring all employees receive the same quality and depth of information.
- › **Identification and closure of documentation gaps**, improving the completeness and accuracy of internal resources.
- › **Seamless integration into existing and third-party applications**, creating a unified and efficient user experience.



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.