

Case Study

# 75% Reduction in HR Queries

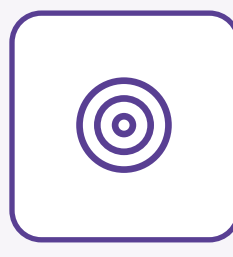
Optimisation via AI-Powered Knowledge Assistant

## ENGAGEMENT OVERVIEW



Geography

Global (UK, US & APAC)



Technical Focus

Natural Language Processing (NLP) & Contextual Document Indexing



Services Delivered

AI Knowledge Assistant Development & Integration



Primary Outcome

60% Faster Onboarding & 75% Fewer HR Inquiries



### PARTNER PROFILE

A large global enterprise with a workforce of 3,000+ employees across the UK, US, and APAC regions, supported by established operational frameworks and internal documentation systems.

## PROBLEM STATEMENT

The partner faced challenges in maintaining employee productivity due to information accessibility barriers:



### Information Retrieval

Employees struggled to locate relevant policy information within vast internal documentation.



### Administrative Burden

A high volume of repetitive HR queries required constant manual support.



### Onboarding Friction

New hire onboarding was slowed down by the difficulty of navigating institutional knowledge.



### Resource Underutilization

Existing knowledge resources were significantly underutilized due to a lack of intuitive search capabilities.

## SOLUTION DELIVERED

An AI-driven solution was developed to transform the way the partner's global workforce interacts with internal data

01

### AI Knowledge Assistant

Developed an AI-powered assistant capable of providing 24/7 access to organizational knowledge.

02

### Natural Language Queries

Enabled employees to perform complex queries across internal documents using natural language.

03

### Contextual Indexing

Integrated advanced document indexing to ensure highly relevant and context-aware response generation.

04

### Conversational Interface

Provided a streamlined, user-friendly interface for seamless access across global offices.

## IMPACT

60%

### Faster Onboarding

Significantly reduced the time required for new hires to become operationally ready.



### 24/7 Universal Access

Provided instant access to policy information regardless of time zone or office location.

75%

### Reduction in HR Queries

Drastically lowered the volume of manual support requests.



### Enhanced Productivity

Improved the overall employee experience by eliminating information-seeking bottlenecks.

## KEY TURNING POINT

The defining success for this partner was the shift from **manual search to conversational intelligence**. By deploying an AI assistant that could index and interpret thousands of policy documents instantly, the organization moved beyond simple "search bars" to a true knowledge partner. This didn't just speed up onboarding by 60%; it freed the HR team from the cycle of repetitive queries, allowing them to focus on high-value human capital strategy instead of administrative troubleshooting.

