

GlobalLogic

A Hitachi Group Company

Enhancing **knowledge management** with AI-powered automation

A global enterprise faced challenges with fragmented knowledge, inefficient documentation, and the loss of critical insights. GlobalLogic deployed its GenAI Platform of Platforms (PoP) to streamline knowledge management, automate documentation, and enhance cross-team collaboration, driving measurable efficiency gains including:

50%

less documentation
time

30%

fewer errors

40%

lower employee
ramp-up time



Challenge

The client faced significant challenges in managing enterprise knowledge. Critical information was scattered across emails, documents, and wikis, making it difficult to retrieve and share effectively.

Manual documentation processes were **time-consuming and prone to human error**, leading to **inefficiencies and gaps in knowledge retention**. Additionally, when employees left, their expertise was often lost, limiting cross-team collaboration.

The client needed an AI-driven solution to automate knowledge creation, improve accessibility, and personalize information delivery based on user roles.

Value Created

- **Automated knowledge creation** – AI-generated reports, SOPs, and meeting summaries to reduce manual documentation.
- **AI-driven search and retrieval** – Enhanced knowledge access through intelligent, real-time search capabilities.
- **Personalized content delivery** – Tailored insights based on user roles, improving efficiency and decision-making.

Impact

- **50% faster documentation** – Automated workflows cut time in half, reducing errors by 30%.
- **25% quicker information retrieval** – AI-powered search eliminated delays in access.
- **50% less knowledge loss** – Unified knowledge base improved collaboration and retention.
- **Scalable, secure management** – Enterprise-wide adoption boosted efficiency.