

# Garwan's Guide to Knowledge Management with Generative AI



Reassess and transform your knowledge management  
to grow your business and become more efficient  
using artificial intelligence.

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# We are Experts in Custom Development and Generative AI

When was the last time you heard a so-called 'elevator pitch'?

While not exactly our style, let's cut to the chase with what you need to know about Garwan in three sentences:

We are a renowned software company with a 'best practices' track record spanning 15+ years.

We have developed successful solutions with generative AI for well-known brands, including international tax consulting firms, auditing companies, state banks and more.

Our focus is to make innovative technologies usable to increase our partners' productivity. Okay, let's move on.

TOPIC INTRODUCTION →



# “The development of artificial intelligence could spell the end of the human race”

Stephen Hawking might have been a tad dramatic with his prediction. What is clear, however, is that adopting artificial intelligence (AI) opens opportunities and challenges for companies. AI can automate processes, analyse data, personalise experiences for customers and much more. AI is here to stay, and its applications continue to expand every day. But AI also brings challenges. Data protection, ethics, and the integration into existing systems, to mention just a few.

You could already be working with AI-based tools, or you could be at the very beginning of your AI strategy. In either case, we're here, as your experts, to guide you. We'll clearly show the tangible benefits of AI through a concrete use case tailored to your company. We'll verify with a proof of concept (PoC) and explore more use cases following its success. This way, we make efficiency tangible and ROI achievable. Continuous development is usually financed by the efficiency gains achieved with each milestone.

## STARTING POINT – THE VALUE OF KNOWLEDGE

## /03

In today's business landscape, knowledge is one of your most valuable assets. Effective knowledge management and information handling are crucial. Traditional approaches and software tools often reach their limits here, especially when it comes to making large pools of knowledge accessible and usable. Here's where our AI concept comes in. We simplify and scale knowledge management through the use of generative artificial intelligence.

## OUR SOLUTION: UNLOCKING COMPANY KNOWLEDGE

## /04

Our application relies on the latest chatGPT technology. Combined with our tool, it enables you to access and use your company's knowledge in real time. All while ensuring data privacy and security. We enrich our AI system with your knowledge. Text documents make up the majority, but it can also be other things. Internal company systems developed in-house, standard product solutions or CMS systems, for example.

Your employees (or your customers) can access knowledge through a web-based chat system, getting answers to their queries in a way that feels natural, fast, and easy. The natural language capabilities of the Large Language Model (LLM) make this intuitive. And with all measures taken to ensure data privacy and security, everyone can rest easy. Your company knowledge stays within the application.

We designed our platform for a wide range of possible applications. Some examples are:

Customer Support

Employees can access product-related information and process customer enquiries faster.

Human Resources

HR can access policies and training materials to provide employees with smooth onboarding and ongoing support.

Sales & Lead Gen

Sales teams can retrieve up-to-date product information, key figures and specifications to close more deals.

Marketing & PR

Marketing and public relations teams can access resources and knowledge to create marketing collateral.

User Manuals

Technicians and end users can access up-to-date instructions for the company's products or services.

PLUS?

In principle, you can realise all use cases based on specific knowledge. This includes complex building regulations and country-specific regulations for the development of medical technology. There are no limits in using our application when it comes to knowledge management.



A special feature of our application is that we can display the knowledge source. If the data sources are PDF documents, you can access the original and check it. This citation capability promotes transparency, and verifies the trustworthiness of the retrieved knowledge.

We recommend the following features for an initial proof of concept:

-  Structuring the knowledge base (by area, department, etc.)
-  Prioritisation of data sources
-  Temporary validity of data sources and consideration of the temporary context
-  Evaluation of answers by the user via the GUI
-  Authentication and rights management (by data source, area, department, etc.)
-  An ongoing process for independent updating/replacement of data sources
-  Data source pre-processing during import. (Automated pre-processing and correction of input data based on each document group's characteristics.)
-  Automation of tests (continuous and automated quality assessment via a test API)
-  Journal/audit log (a chronological security log containing all relevant activities and events)

# Start with knowledge management. Add more topics over time.

These use cases alone can ensure large efficiency gains for years to come. What's more, as your partner we don't have to stop here. We can continue to introduce topics that extend beyond 'knowledge management'. We have already implemented customer projects or invested into further research for the following use cases:

AI-based analysis of unstructured written enquiries according to specific attributes. Reference project with Mediaprint GmbH, the largest newspaper and magazine publishing house in Austria.



Analysis and research in combination with sensors. For example, camera technology (e.g. "counting withdrawals from the warehouse"). Partner was DO & CO – event caterer for Formula 1 and Austrian Airlines.

You can see how diverse the possible applications already are. Particularly with the integration of AI and sensor technology.

FLEXIBILITY AND EXPANDABILITY →



Our application is flexible and expandable. You can customise it to your needs, allowing you to map 100% of your use case. In the future, you will also be able to integrate the application with intelligent automation (IA) applications like robotic process automation (RPA). This enables the automation of steps in complex processes like customer support. We are constantly evolving, because so is the technology.

On request, we can take over the hosting and operation of your solution for you. This is not a classic SaaS solution. You get the rights of use as part of the collaboration and can – if you wish – develop your PoC further. In-house or with the help of a third-party partner. We are also happy to do this for you as a SaaS solution. The choice is yours.

Many companies dealing with artificial intelligence struggle to define meaningful proof of concepts. Concrete use cases that can illustrate or develop an AI strategy for the company. There is often a lack of a clear vision that offers tangible, accessible added value. This is where Garwan comes in.



PROOF OF CONCEPT →



We can help you find your way into the world of AI or to supplement existing AI applications. Your business case takes centre stage. By using our application, you can find out how AI can help increase efficiency in a practical, low-cost way because our solution offers direct and fast-acting advantages. This, of course, adds commercial value. But it also increases the acceptance and motivation of your team. They will engage with the topic of using AI at work because of the very active and positive impact it has on their daily work.

Businesses sometimes think of AI as an abstract potential.

Our aim is to help you see it as a concrete solution with impactful business benefits. With our PoC approach, we offer:



The following procedure has proven successful for planning and implementing an AI PoC:

- 1. Preliminary discussion (interested department and/or technical manager)
- 2. Demo (including decision-makers)
- 3. Workshop (use case, delimitations, pricing, to-dos)
- 4. Implementation
- 5. Feedback and iteration
- 6. Workshop for further development (including decision-makers)
- 7. Further development in defined milestones (according to internal ROI calculation)

WORK WITH GARWAN →

# And now?

Do you have ideas and questions or want to make sure that our approach is right for you? Get in touch and we'll discuss what's top of mind!

**GARWAN.COM**

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