



How we're supporting a leading charitable foundation to adopt AI

The Challenge

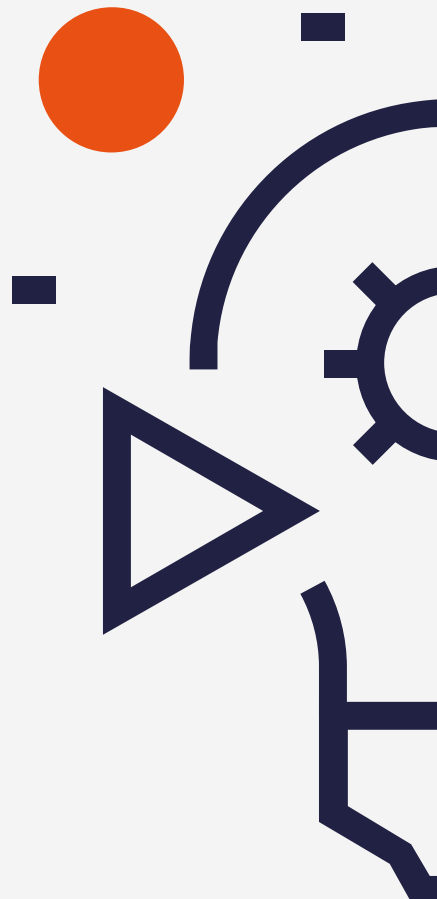
Our client recognised the need to modernise how their colleagues access and use research materials, reports and other key internal documents. They challenged us to create a user-friendly AI solution to streamline operations and support faster decision-making supporting their mission to improve global health. Given the sensitive nature of their work, any solution had to be secure, user-friendly, and capable of preventing data breaches.

A private multi-model AI solution

We addressed our client's needs by developing a customised private instance of ChatGPT on Microsoft Azure, ensuring robust security and accessibility. Using Microsoft Entra ID and Azure's security features, our client's team could securely query their documents and data without risking sensitive information being compromised.

We built an Azure OpenAI application to allow colleagues to search, analyse, and interact with internal documents, research papers, grant proposals, and other critical information. The solution was designed with responsible AI principles to ensure no unethical, harmful or inaccurate content could be generated. Including custom personas, image analysis and DALL-E-3 for image generation, further tailored the user experience, offering a versatile and personalised interface.

By integrating this AI solution with Power BI, our client's Insight Team could analyse and visualise how this new tool was used. This enabled them to prioritise use cases, make strategic decisions, identify areas for improvements and assist users who were struggling.



Implementation

We began the project with a small pilot group, allowing our client to experience the immediate benefits of AI-driven document interrogation. The ability to extract insights from lengthy, complex documents in minutes - rather than hours - proved so valuable that our client quickly decided to expand the solution across the entire organisation.

To support adoption, our Head of AI, Nihal Mushtaq Amin, led training sessions for the pilot group. These early adopters became product champions, helping to educate and guide the wider organisation through the transition.

We worked closely with our client, offering continued guidance and support. The phased rollout allowed us to refine the solution before expanding it, ensuring it met our client's core needs. This agile, collaborative approach, combined with the enthusiasm of our client's product champions resulted in a smooth and successful deployment in just a few weeks. The approach kept costs down and fostered a sense of ownership within our client, strengthening the partnership between our teams.

MORE THAN
1000
DOCUMENTS

USED BY OVER
2000
EMPLOYEES

DEPLOYED IN
2
WEEKS!

Outcomes

The multi-model AI solution, paired with the Power BI usage dashboard gave our client a deeper understanding of document and data usage across the organisation.

The solution helped our client innovate, collaborate and share knowledge by streamlining workflows across departments. It quickly gained traction, with over 2000 colleagues using it daily and thousands of documents uploaded within days. Colleagues praised the tool as a premium version of Chat GPT, enhanced by robust security and custom features.

Next Steps

Given the positive reaction and widespread adoption of the AI solution, we're continuing to support our client with their data strategy, taking an iterative approach to discovering new use cases and upskilling their workforce.

Our relationship with our client remains strong as we focus on further enhancing the solution, ensuring it continues to evolve alongside their needs and aspirations.

