

# GlobalLogic

A Hitachi Group Company

## Enhancing business spend management with **AI-powered search**

A leading business spend management technology platform needed an intelligent solution to streamline its internal search process, reducing the time employees spent manually retrieving business-related information. GlobalLogic developed a GenAI-powered Q&A system that delivered:



**full automation** of  
manual Q&A  
process



improved response  
**accuracy and efficiency**  
in data retrieval



**reduced reliance**  
on SMEs for  
routine inquiries



## Opportunity

This leading business spend management platform enables companies to enhance **efficiency, collaboration, and growth**.

However, its internal teams had to manually search multiple data sources, such as Slack, Confluence, and Compass, to answer business-related questions.

This process was time-consuming, tedious, and inefficient.

Their team saw an opportunity to improve response accuracy and reduce employee effort by **engaging a digital transformation partner** to automate the search workflow.

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## Value Delivered

- Implemented a **GenAI-powered Q&A system** to retrieve accurate responses from Slack, Confluence, and Compass.
- Indexed over 50,000 documents, prioritizing data sources per the client's request for **improved relevance**.
- Integrated an **automated reference URL system**, directing users to the most relevant documents.

## Impact

- Automated the entire internal Q&A workflow, **reducing manual effort**.
- **Minimized reliance on SMEs** for answering recurring business queries.
- **Improved response accuracy** and efficiency by optimizing search technology.