

# RAG-BASED RETRIEVAL CHATBOT

## CASE STUDY

Enhancing knowledge access  
through AI-powered retrieval.



### AT A GLANCE

#### CHALLENGES

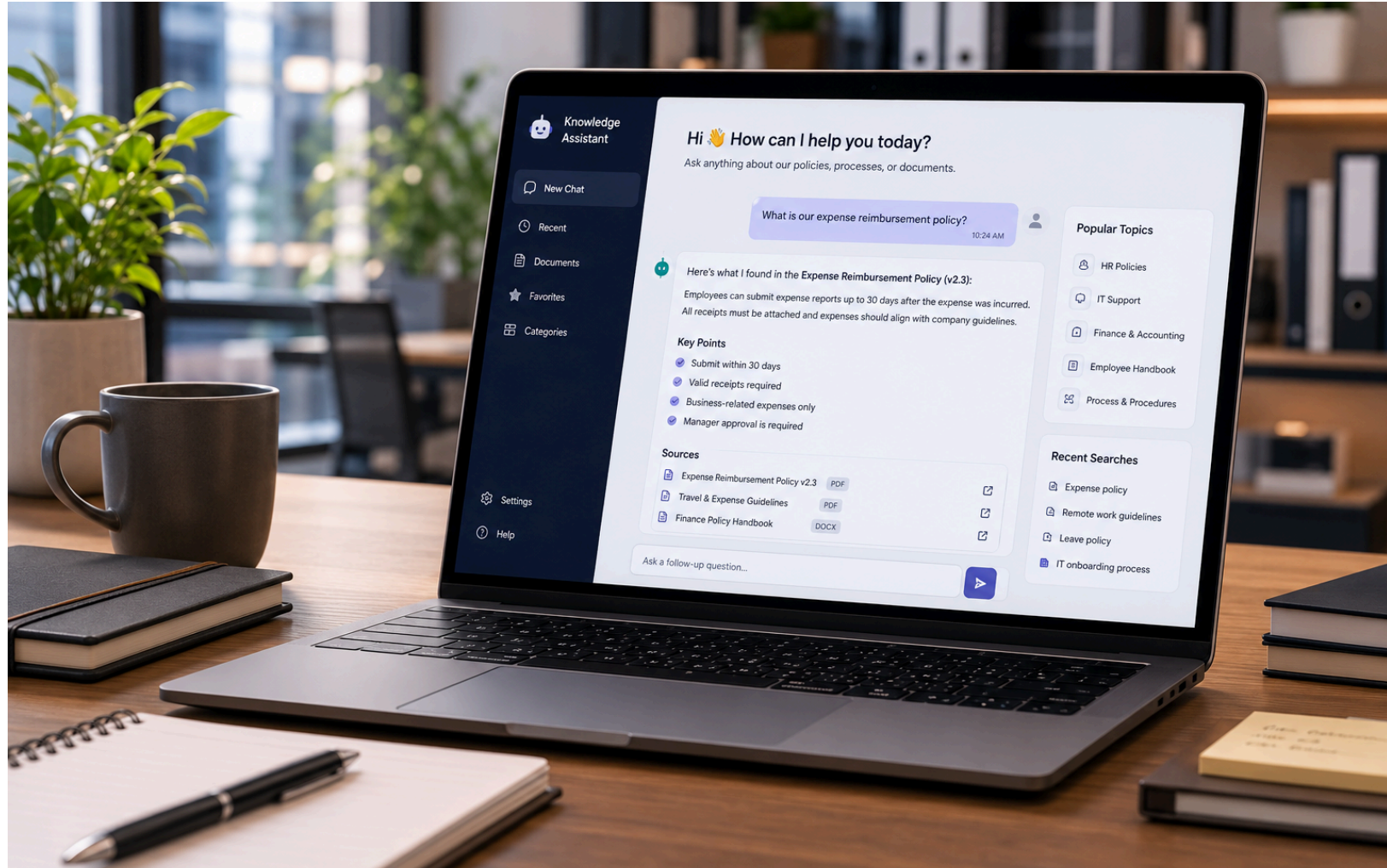
- Time spent looking for information
- Knowledge scattered across systems
- Inconsistent answers from teams
- Delayed access to documents

#### BENEFITS

- Faster information retrieval
- Increased employee productivity
- More consistent knowledge access
- Improved decision-making



"The AI-powered knowledge chatbot transformed information access, enabling employees to **find answers instantly** and focus on **higher-value work**."



### OBJECTIVES

The objective was to improve access to internal knowledge through an AI-powered chatbot that retrieves information from company documents and processes. The goal was to reduce search time while improving productivity, consistency, and decision-making.



### SOLUTIONS

Carthago Studio designed and implemented a RAG-based knowledge retrieval chatbot that provided fast, accurate access to company information.

- **AI-Powered Document Retrieval**
- **Corporate System Integration**
- **Natural Language Knowledge Search**



### BENEFITS & IMPACT

#### Reduced Search Time

Employees saved hours weekly by quickly finding what they need.

#### Improved Knowledge Accessibility

Important documents and processes became available through a single conversational interface.

#### Cross-Team Consistency

Reliable information delivery helped standardize knowledge across departments.

#### Higher Employee Productivity

Less time spent searching for answers allowed employees to focus on higher-value work.

