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Updated: January 09, 2025 • 7 mins read | Published: December 19, 2024

# Intellias Tested AI for Enterprise Knowledge Management. Here's What We Learned

Navigating a multitude of knowledge bases (including our own) led us to create an AI-powered assistant

Let's start with a bit of honesty: enterprise knowledge bases are a mess more frequently than organizations want to admit. How do we know? Well, let's just say, we've seen our share of haphazardly scattered pages and documents in which finding an answer would be a quest on its own. And finding an answer immediately would be nearly impossible.

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internal knowledge management.

## The role of AI in knowledge management for enterprise

Creating a new enterprise-wide solution is a challenge in itself, especially when you want it to fit like a glove. At Intellias, we needed a centralized, smart knowledge base that would be accessible anytime, anywhere, since our teams are cross countries and time zones. We also wanted our new enterprise AI knowledge management system to act like a 24/7 advisor for employees – essentially, a bot guiding them through any type of request, from booking vacations to making career or rotation choices.

So, how could AI help?

While exploring the vast opportunities of AI, we found its primary strengths: locating relevant information, structuring it, and generating responses based on requests. Sounds like a game-changer? It really is.

Did you know that according to a [study by the International Data Corporation \(IDC\)](#), employees spend over five hours a week waiting for information? This leads to delayed projects and annual productivity losses of up to \$31.5 billion – just by failing to share knowledge among employees!

It's not like companies haven't tried to optimize knowledge sharing. According to the same IDC report, businesses have invested over \$2.7 billion per year in knowledge management automation since the 1990s. Every year. But have these expensive attempts worked? Mostly they haven't, primarily because the technologies and tools invested in have been too complicated, posed security risks, or not considered the barriers human nature poses to information sharing.

But AI has changed all of this. Embedding artificial intelligence in enterprise knowledge management platforms gives you powerful search capabilities, automated knowledge retrieval, and instant organization of all entries. This alone reduces the frustration of endless searches for information and ensures that employees can focus on their work instead. It boils down to time, money, and opportunities you now won't miss.

But AI can do even more.

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## Knowledge management system

# Foundations of enterprise knowledge management

Before we talk about the opportunities artificial intelligence holds for business, let's take a step back and discuss the basics: What is an enterprise knowledge base? In short, it is a centralized repository of information. To elaborate, a knowledge base isn't merely a static collection of information but a dynamic resource, with a capacity to grow and evolve as the company develops.

A knowledge base is also an integral component of enterprise knowledge management: a system for leveraging and organizing information within the company through creating, retaining, transferring, and applying knowledge.

**Knowledge creation** happens through research, experimentation, and collaboration. Basically, it is the process of generating new ideas, identifying opportunities, exploring new concepts, and developing innovative solutions.

**Knowledge retention** is about preserving existing knowledge, ensuring long-term access to critical assets like documents, data, and expertise. This involves systems for documentation, training, and structured processes to effectively capture and store information.

**Knowledge transfer** requires an effective system for sharing expertise between employees and teams through methods such as mentoring, coaching, and structured sessions like communities of practice.

**Knowledge application** is translating knowledge into action to solve problems and make strategic decisions. This involves training, using decision-making frameworks, and sharing best practices across the organization.

But a knowledge management system is not enough; you still need a centralized place to consolidate all company knowledge that is accessible to all employees at any time. And that is where AI-powered platforms come into play.

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The rise of [generative AI](#) has completely altered the landscape of knowledge management tools. Many platforms have started benefiting from AI advantages, including streamlined workflows, automated tasks, and improved user experiences.

But what exactly does [AI offer](#) for enterprise knowledge management systems? Let's look at some solutions that are already up and working.

[Atlassian Intelligence](#) is an [AI-based chatbot](#) that answers questions to improve teamwork and help employees collaborate. [Slite](#) is an AI-powered enterprise knowledge base capable of locating information and delivering tech documentation. [Glean](#) is an AI platform designed to help find information and automate data-related processes.

In terms of more sophisticated solutions, we can identify [Microsoft Sales Copilot](#), an AI assistant designed to automate CRM tasks and optimize routine sales processes, and [Intercom's Fin](#), an AI-powered bot that can handle typical customer inquiries addressed to support.

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Why did Intellias go through the trouble of creating its own enterprise AI knowledge management system when there are plenty of ready-to-use tools out there? Well, we needed a universal solution that would go beyond sorting data and searching for information.

That vision led us to [develop IntelliAssistant](#) – a technology-agnostic GenAI accelerator adaptable to different businesses, industries, and ways of working. It encompasses the best of knowledge management, proactive customer assistance, and advanced features to deliver an enterprise solution for the new era.

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What can it do?

### **Act as a personal assistant**

IntelliAssistant can handle a vast variety of tasks, from helping to onboard new hires to finding specific information buried deep within the company's files and guiding new employees through established work processes. But it doesn't stop there.

IntelliAssistant doesn't just wait for employees to reach out: It can contact them first. For example, during emergencies like floods, earthquakes, or air raids, IntelliAssistant can send alerts, check on employees' safety, and collect responses. It also provides critical security alerts, such as warnings about potential cyber threats, and can even generate and update passwords for enhanced security.

### **Drive sales activities**

IntelliAssistant can step in when a sales representative is getting ready for a meeting with a potential client and needs examples of relevant case studies that showcase the company's expertise. Instead of browsing through folders or bothering teammates for suggestions, our team members can ask IntelliAssistant to instantly provide case studies tailored to the industry, technology, or client type, enabling our sales team to deliver highly targeted and impactful presentations.

### **Optimize daily workflows**

Designed to fit seamlessly into existing systems, IntelliAssistant became a natural extension of the tools already used within the company and was taught to take actions on behalf of

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security team. IntelliAssistant can create a task and assign it to the appropriate department. It can even plan employees' schedules, book calendar events, and streamline daily tasks.

Moreover, IntelliAssistant can independently keep employees informed on updates about its new features and capabilities, ensuring everyone stays in the loop without any additional effort.

### **Plan employees' careers and personal growth**

Aiming to go beyond knowledge management, we gave IntelliAssistant the ability to manage careers. Having full access to Fuel50 Career Drive and internal documentation, it can guide our coworkers through promotion plans, offer rotation options to broaden their skill sets, and provide personalized recommendations to enhance career development.

### **Ensure enterprise-grade security**

As for security, IntelliAssistant has been developed with all the required measures to make sure that the information is safe within the enterprise. Everything it accesses, processes, and communicates from the enterprise knowledge base is contained within the organization, with no risk of data leaking to outside parties. IntelliAssistant does not transmit any internal information beyond the company's secure environment, safeguarding sensitive data.

**Discover your AI readiness with a complimentary AI maturity assessment**

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## **Opt for AI in enterprise knowledge management software**

What's best about Intellias's [AI-powered digital assistant platform](#) is that it is a flexible standalone solution that can be adopted by any company. Intellias can provide you with a Terraform script that enables you to create your own bot version in one of over 15 supported channels, including Slack, Microsoft Teams, Facebook Messenger, or your own website.



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company retains complete control over the enterprise knowledge base and sensitive information, as none of it is shared with Intellias. IntelliAssistant is a white-label model, meaning you can customize it for your brand and have full IP rights to your implementation.

Could it get any better? Well, yes. IntelliAssistant uses a token-based pricing model. Unlike traditional subscriptions, it won't cost your business more with increased use. This makes it far more affordable and scalable compared to ChatGPT Enterprise or Microsoft Copilot, offering up to 20x operational cost savings. Not to mention it can do much more than its competitors.

Whether you're looking to enhance productivity, streamline operations, or empower your workforce, Intellias offers the perfect balance of innovation and control, transforming how enterprises manage knowledge.

[Contact us](#) to assemble your own AI-powered knowledge management system for enterprise.

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