**Scenario:**A major banking institution manages millions of documents spread across multiple teams, departments, and repositories (e.g., local drives, SharePoint sites, third-party cloud storage). These documents include policies, client agreements, compliance reports, operational manuals, and training materials. This fragmented storage leads to difficulties in document discovery, inconsistent data quality, version conflicts, and security risks.

**Business Need:**The bank’s leadership mandates building a centralized, secure document management platform with advanced capabilities. The system must:

* Consolidate all documents in a single, scalable, and secure platform.
* Allow users to search documents quickly across all historical and current data.
* Integrate a chatbot interface for natural language querying, able to maintain contextual conversation history for smoother multi-turn conversations.
* Provide the ability to download full documents or relevant excerpts, with citations that include source name, document title, date, and page number if applicable.
* Implement a proper entitlement system supporting role-based access control (RBAC) and attribute-based access control (ABAC) to manage access to documents based on user profiles, department, geography, and classification level.
* Design a data ingestion strategy with quality checks (e.g., duplication handling, metadata validation) to ensure high data accuracy and consistency.
* Architect the system to support multi-tenant separation by organizing documents into separate indexes or containers per tenant, ensuring data isolation and compliance.
* Ensure compliance auditing, encryption at rest and in transit, and detailed logging for regulatory needs.