AI & Data
Financial Services

ELIASSEN GROUP®

Project: AI-Powered Documentation Automation Platform

Business Challenge/Opportunity

A leading financial institution was struggling with inefficient documentation processes that threatened to delay critical product releases and significantly increase operational costs. Technical writers were spending up to 70% of their time manually gathering information from multiple systems, while quality control remained inconsistent and highly manual. The documentation team faced mounting pressure as development cycles accelerated, with content creation lagging weeks behind code completion. The organization urgently needed to transform its approach to technical documentation to support business growth while simultaneously reducing operational expenses.

Eliassen Delivered

- Development of a comprehensive AI agent framework with specialized components for quality control and process automation
- Custom Microsoft Copilot implementation with specialized prompts for technical documentation
- AI-powered integration between development systems and documentation platforms
- Implementation of AI-assisted content generation tailored to different audience personas
- Creation of intelligent agents to extract technical details from code repositories

Business Outcome/Accomplishments

- Reduced documentation creation time by 65% through AI-assisted content generation
- Decreased quality control effort by 80% while improving documentation consistency
- Eliminated manual content extraction processes through intelligent code analysis
- Enabled real-time documentation updates synchronized with code changes
- Delivered annual cost savings exceeding $1.2M through workflow automation
- Successfully integrated AI agents into existing teams with minimal disruption

Technologies Utilized

- Microsoft Copilot for Enterprise
- Azure OpenAI Service
- Vasont CMS
- UiPath Process Automation
- ServiceNow Knowledge Management
- Atlassian JIRA & Confluence
- GitHub Enterprise
- Elastic Search