

AI / LLM / APPROVED COMPANY KNOWLEDGE

Enterprise RAG pilot

Give one team a clearer route to trusted company knowledge. Retrieval-augmented generation (RAG) connects a large language model (LLM) to approved documents so answers can point back to their supporting sources.

A PRACTICAL PATH TO A PILOT

01 Discovery

A free discovery call to identify the team, knowledge problem, document sources and decision-makers.

02 Paid assessment

A paid assessment to review feasibility, document readiness and success measures. Planning range: 1-2 weeks.

03 Scoped pilot

A separately scoped pilot to build and evaluate the agreed workflow. Planning range: 4-6 weeks after documents, access and scope are ready.

PROPOSED PILOT SCOPE

- **One team, one collection.** One approved document collection and one agreed input route: document upload or a scoped connector.
- **Read-only questions and answers.** An assistant that retrieves relevant material, answers with source citations and handles insufficient evidence.
- **Agreed users and access.** Access controls designed and evaluated for the users and document boundaries in the agreed scope.
- **A representative question set.** Business questions, difficult cases and questions the collection cannot answer, agreed with your reviewers.

WHAT YOUR TEAM RECEIVES

- **Working assistant or prototype.** The agreed user experience for the pilot knowledge workflow.
- **Source index and update approach.** Document inventory, retrieval setup and an agreed way to refresh approved content.
- **Evaluation report.** Findings on answer correctness, source support, retrieval, no-answer behavior, latency and usage cost.
- **Deployment and handover recommendation.** Findings, limitations and a proposal for the next operating stage.

Agree what good answers look like.

EVALUATION BEFORE EXPANSION

- **Answer correctness.** Your reviewers judge responses against agreed reference answers and business rules.
- **Source support and retrieval.** Check that cited passages support answers and that relevant documents are retrieved.
- **Insufficient evidence.** Test when the assistant should say it cannot answer and direct the user to a person or source.
- **Access boundaries.** Test that agreed users can retrieve only the content permitted by the pilot access design.
- **Latency and usage cost.** Measure response time and model usage on the agreed question set and workload.

DATA SECURITY AND INTEGRITY

- **Agree the data path.** Document the proposed hosting, model provider, data handling, retention and deletion before implementation.
- **Preserve data integrity.** Keep the pilot read-only; trace answers to source documents and define how approved content is updated.
- **Review the controls.** Agree identity, permissions and logging with your IT owner. Validate the scoped design before considering wider access.

WHAT WE NEED FROM YOUR TEAM

A business owner and IT owner; representative documents approved for the agreed environment; required access; test questions; and time to review results.

SCOPE AND COMMERCIAL AGREEMENT

Assessment and pilot are separately agreed paid engagements. Fees, model and cloud usage, acceptance criteria and responsibilities are set in the proposal. Autonomous writes, additional sources or departments, broad rollout and 24/7 support require separate scope and pricing. Accuracy and ROI are evaluated, not guaranteed. This brief is an engagement overview, not a binding quote.

Bring one knowledge problem to a discovery call.

Request a discovery call >

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