



fractal●●●

Customer story:

Global accounting firm leverages FractalGPT to automate employee support and improve compliance across multiple internal processes



Summary

FractalGPT is a generative AI-powered platform that was customized and deployed to provide employees access to internal knowledge around compliance, HR policies, and IT through an intuitive and engaging natural language chat interface.

The virtual assistant was trained on hundreds of internal knowledge documents and integrated with the firm's enterprise IT tools.

It uses a Large Language Model (LLM) to perform semantic search and response generation, delivering accurate and coherent answers to employee questions.

The bot handles over 10,000 questions per month with an average accuracy of 93%, saving time and money for the firm and improving employee satisfaction and compliance.



Business Challenge

For a global accounting firm with over **13,000 employees** across seven locations, managing internal knowledge and answering employee questions around **compliance, HR policies, and IT** was a daunting challenge.

As it's often the case with traditional tools, existing knowledge tools were unable to provide precise and actionable answers to employees' questions.

Therefore, the firm wanted to provide its employees with a more convenient and reliable way to access relevant information and perform day-to-day transactions without burdening the HR teams with repetitive requests.

The firm also wanted to improve employee satisfaction and compliance by offering **24x7 multilingual, region-specific support and a unified interface for common actions for both finance and HR**, like job expense reimbursement and vacation applications.



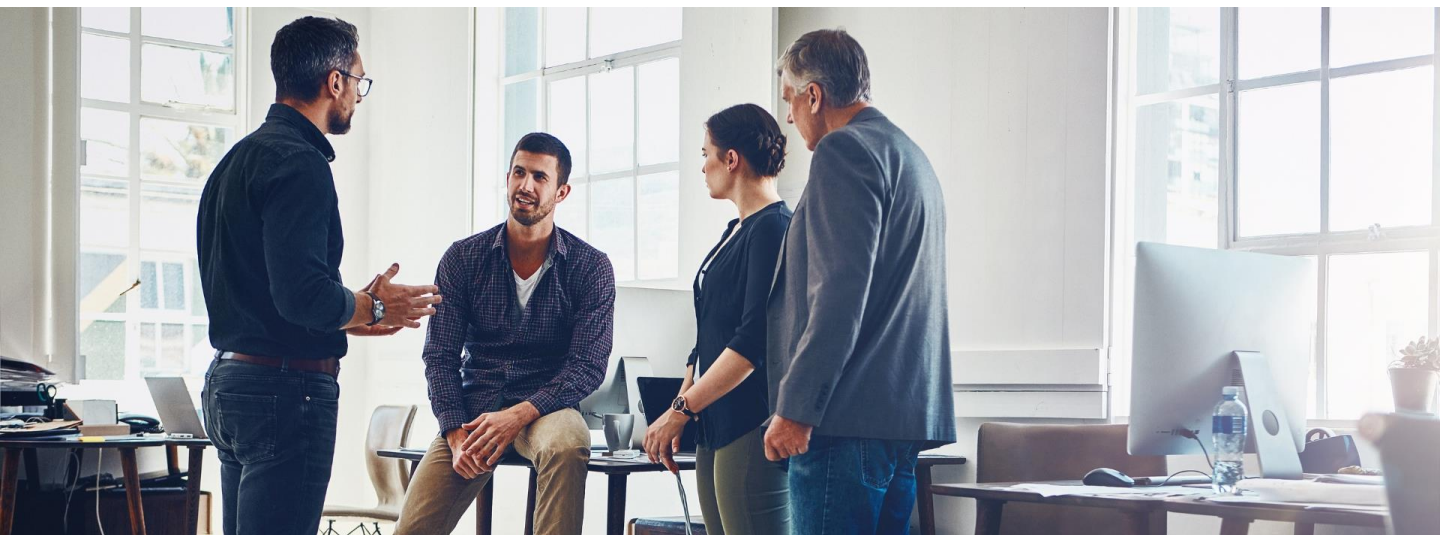
Approach

To achieve this goal, the firm partnered with Fractal, a leading provider of B2B AI solutions.

In eight weeks, **Fractal implemented and customized its Generative AI-powered FractalGPT solution**, a state-of-the-art chat platform that can understand natural language queries and generate accurate and coherent responses based on existing knowledge sources.

FractalGPT was deployed on the firm's intranet, where it was integrated with the human resources management system (HRMS) and several other backend tools.

The virtual assistant was further customized by training it on thousands of documents covering various topics such as handbooks, compliance guidelines, policy documents, and more.



Approach (Continued)

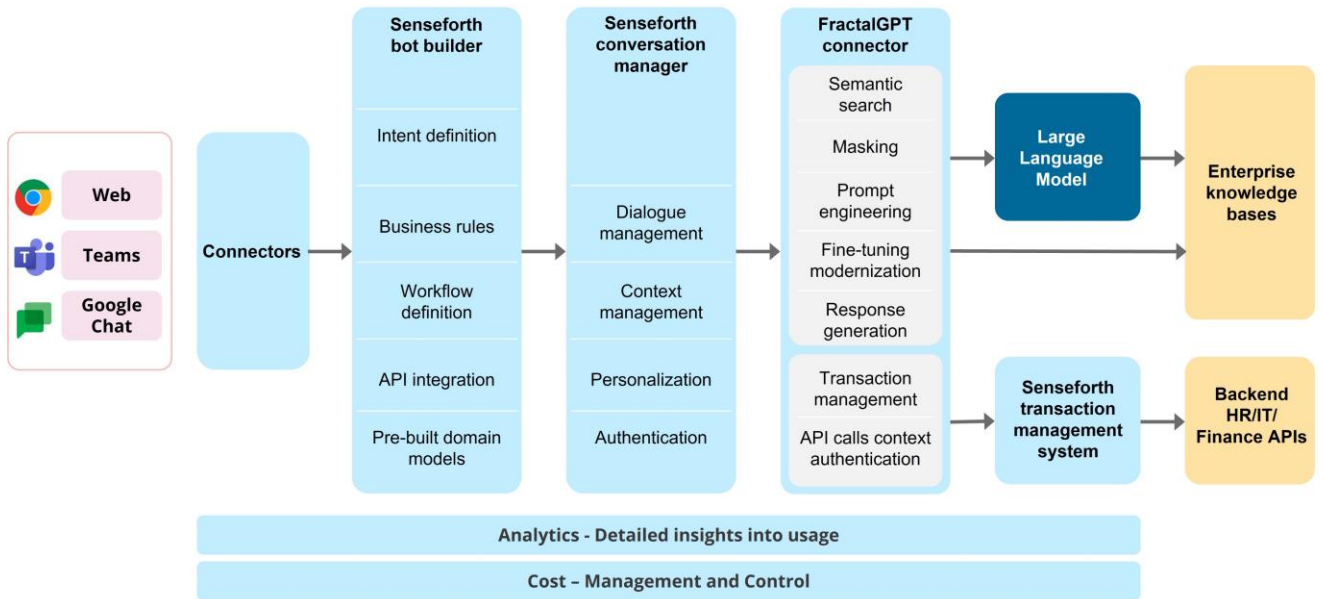
FractalGPT leveraged a large language model (LLM) to perform semantic search and response generation, ensuring that the answers were relevant and consistent with the source documents.

The approach ensured that no confidential or company-specific information left the company tenant.

Furthermore, questions and answers are filtered and logged for later analysis, insights, and decision-making.

Finally, FractalGPT also provides role-based access control by ensuring that the solution only shows authorized information to the end user.

Architecture



Demo

In this video demo, you'll see how FractalGPT can be used to provide quick and correct responses to employees' questions on internal expense policies using natural language:

<https://go.fractal.ai/FractalGPT/Demo-expense-policy>

Learn how a global accounting firm leveraged FractalGPT to automate employee support and improve compliance across multiple internal processes. The solution is used over 10,000 times a month with a 93% success rate resulting in an estimated yearly saving of about one million dollars:

<https://go.fractal.ai/FractalGPT-story-accounting>



Results

FractalGPT became the go-to solution for employees who needed quick and easy access to internal knowledge.

The solution handles over 10,000 questions per month from employees across different functions and locations and the adoption is increasing 10% month over month .

FractalGPT achieves an average accuracy of 93%, which meant that over 9,000 direct human interactions were avoided per month.

This resulted in an **estimated saving of about \$1 M per year** and increased employee satisfaction scores through faster and round-the-clock support.

The solution also improved compliance for the organization by providing accurate and up-to-date information on policies and regulations.

Learn more about FractalGPT at fractal.ai/FractalGPT