

AI-powered knowledge hub

Transforming enterprise knowledge discovery with an AI-powered RAG platform on Microsoft Azure



Summary

A global leader in talent management software partnered with Sonata Software and Microsoft to modernize knowledge discovery across the enterprise. By implementing an AI-powered Product Intelligence platform built on Azure OpenAI Service and Azure AI Search, the organization unified fragmented knowledge sources, accelerated decision-making, and empowered employees with accurate, contextual answers through a single conversational interface.

Customer overview

A leading Human Capital Management (HCM) software provider serving over **75 million users across 180 countries**, delivering talent management, learning, and workforce transformation solutions to enterprises worldwide.

Pressure points

As knowledge assets expanded across the organization, employees struggled to quickly find accurate information spread across multiple systems.

Knowledge was scattered across multiple enterprise repositories.

Legacy search tools lacked contextual understanding and intent recognition.

Critical information in documents, PDFs, and support content was difficult to find.

Business teams spent significant time searching for information.

Release impact assessments relied on manual, cross-functional research.

The organization required a secure, scalable, AI-powered knowledge platform built on Microsoft technologies.

Solution highlights

Sonata Software and Microsoft developed **Product Intelligence**, an Azure-powered enterprise Retrieval-Augmented Generation (RAG) platform that centralizes knowledge discovery and delivers conversational access to enterprise information.

- Key solution capabilities included:
- Leveraged **Azure OpenAI Service** for natural language understanding, query rewriting, and grounded response generation.
 - Used **Azure AI Search** to combine semantic and vector search for highly relevant information retrieval.
 - Implemented a **Retrieval-as-a-Service** framework using Azure Functions to enable scalable and reusable knowledge access.
 - Automated ingestion of content from multiple enterprise repositories into a unified knowledge ecosystem.
 - Built a conversational experience using FastAPI, Azure App Service, and PostgreSQL for contextual interactions.
 - Established a **Double-Guardrail AI framework** with Azure AI Content Safety and intelligent query rewriting for responsible AI adoption.
 - Enabled enterprise-grade governance, observability, and performance monitoring through centralized architecture and analytics.

Results that speak volumes

1,400+ users adopted the platform in two months.

900+ daily queries processed across teams.

4,991 hours saved through faster knowledge access.

Reduced impact assessments from **weeks to days**.

50–60% automation achieved in sales collateral creation.

Unified knowledge access across business functions.

Achieved a **99.5% positive user satisfaction** rate.

Established a foundation for **future agentic AI innovation**.