

Your Documents Have Answers

How to make your internal knowledge
accessible and actionable

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01 – THE PROBLEM

Buried knowledge

Your company accumulates thousands of documents: contracts, procedures, reports, emails, meeting notes. This documentation represents years of expertise and know-how. Yet finding the right information at the right time remains a daily challenge for your teams.

01 Time lost searching

Your teams spend an average of 20% of their working time searching for information across drives, inboxes and shared folders. This time is never billed, never measured, but represents a considerable cost.

02 Expertise that evaporates

When an experienced colleague leaves, their know-how leaves with them. Undocumented procedures, unarchived precedents, untraced decisions — knowledge lost permanently.

03 Inconsistent answers

Without a single source of truth, two colleagues can give two different answers to the same question. Your clients notice. Your credibility suffers.

The information exists in your documents. The problem isn't the content — it's access.

A new way to access your knowledge

Imagine your teams could ask a question in plain language and receive a precise, sourced answer drawn directly from your own documents. That's exactly what RAG technology — Retrieval-Augmented Generation — makes possible.

01 Your documents become queryable

Your entire document base is made accessible through a simple interface. A colleague types a question, the system identifies the relevant documents and formulates a clear answer, with sources cited.

02 Sourced answers, not invented ones

Unlike a generic chatbot that can fabricate information, a well-designed system only responds from your own documents. Every answer is traceable, verifiable, auditable.

03 A long-term investment

The system grows as your documentation evolves. New contracts, new procedures, new regulations — everything is integrated and immediately accessible.

KEY TAKEAWAY

RAG doesn't replace your experts. It gives them instant access to the company's entire knowledge base — including knowledge they didn't know existed.

03 – THE 7 DIMENSIONS

What separates success from costly failure

Building a functional prototype takes a few days. Building a reliable, secure and performant system in a professional environment is an entirely different challenge. Seven dimensions must be mastered simultaneously.

01 Document preparation

Your documents exist in dozens of different formats: PDF, Word, emails, scans. Before anything else, they must be cleaned, structured and organised to be usable. This is the longest work — and the most underestimated.

02 Intelligent segmentation

A contract isn't segmented like an email or a FAQ. The strategy for splitting your documents directly determines the quality of answers. Poor segmentation produces incomplete or off-topic responses.

03 Semantic understanding

The system must understand the meaning of your documents, not just the words. Industry vocabulary, internal abbreviations, cross-references — all must be accounted for.

04 Search and relevance

When a user asks a question, the system must identify the most relevant passages among thousands of documents. The precision of this search determines the quality of every answer.

03 – THE 7 DIMENSIONS (CONTINUED)

05 Answer quality and reliability

The system must answer accurately when it has the information – and honestly acknowledge when it doesn't. Eliminating approximate or fabricated answers is a critical challenge.

06 Security and compliance

Who can access which documents? Where is the data stored? Is the system GDPR-compliant? For regulated industries (legal, healthcare, finance), this dimension is non-negotiable.

07 Monitoring and continuous improvement

A system performing well today can degrade tomorrow if documents change, usage evolves, or models are updated. Permanent monitoring guarantees quality over time.

Each of these seven dimensions requires specific expertise. That's why professional scoping before any investment isn't a luxury – it's a necessity.

04 – THE PRELIMINARY QUESTION

Do you actually need this?

It's the first question we ask — and it often surprises. We'd rather tell you no than let you invest considerable resources in a project that isn't justified.

OUR COMMITMENT

If after analysis your need doesn't justify a RAG system, we'll tell you. And we'll recommend simpler, less costly alternatives.

01 When the answer is no

If your documentation amounts to less than a few hundred pages, existing tools are often more than sufficient. Current AI capabilities can process significant volumes of text without complex infrastructure.

02 When the answer is yes

If your document corpus is large, if your teams' questions are unpredictable, if synthesising multiple sources is necessary, and if documents evolve regularly — then a dedicated system is fully justified.

03 The most common mistake

Launching an ambitious project without prior scoping. The financial and human investment required for a professional system is significant. An upstream diagnostic avoids costly mistakes and ensures every euro invested is justified.

05 – USE CASES

Two ways to transform your documents

01 Internal assistant for your teams

Your colleagues query the document base through a secure assistant. Ideal for law firms (case law and contracts), wealth management (regulation), healthcare (protocols and procedures). Measurable productivity gains from the first weeks. Complete confidentiality — data stays in your environment.

02 External assistant for your clients

An assistant on your website answers prospect and client questions using your official content. You control the answers instead of letting generic AI fabricate them. Measurable reduction in support requests. Enhanced client experience. Available 24 hours a day.

In both cases, the same principle: AI responds with YOUR documents, YOUR data, YOUR expertise — not with generic information found on the internet.

06 – THE RISKS

What happens when scoping is insufficient

Document AI projects that fail generally don't lack technology. They lack preparation.

01 Approximate or fabricated answers

A poorly calibrated system can state information that doesn't exist in your documents. In a legal, medical or financial context, the consequences can be severe.

02 Regulatory non-compliance

Personal data in the system without legal basis, storage outside the European Union, lack of traceability – all GDPR violations exposing the company to significant penalties.

03 Cost overruns

Without prior scoping, document AI projects frequently exceed initial budgets. Ingesting unstructured documents, in particular, is systematically underestimated.

04 Technology lock-in

A vendor or technology choice made in haste can create a dependency that is difficult and expensive to undo. Reversibility must be planned from the start.

THE COST OF INACTION

Doing nothing also has a cost: time lost daily, expertise disappearing, inconsistent answers to clients. The question isn't whether to act, but how to do it correctly.

Advisory and architecture, not execution

We don't build your system. We make sure it's well designed, correctly sized and compliant with your obligations – before, during and after deployment.

01 Maturity diagnostic

We assess your document corpus, actual usage patterns, regulatory constraints and resources. At the end of this analysis, you know whether a project is justified – and if so, under what conditions.

02 Architecture and selection

We write the technical specification, evaluate market solutions and recommend the architecture suited to your context. Our recommendations are independent – we don't resell any technology.

03 Compliance and security

We audit GDPR aspects, access control, traceability and data sovereignty. For regulated industries, we verify that every requirement is met.

04 Ongoing oversight

Once the system is in place, we provide regular monitoring of answer quality, costs and compliance. A periodic report with improvement recommendations.

Our value lies in expertise, not execution. We work with your technical teams and service providers to guarantee results worthy of the investment.

08 – FREQUENTLY ASKED QUESTIONS

What executives ask us

« How long does implementation take? »

It depends on document volume and complexity. Our initial diagnostic defines a realistic timeline. What we can say: a prototype and a professional system are two very different things.

« Our documents are sensitive — is it safe? »

Security is at the heart of our approach. Data location, access control, encryption, GDPR compliance — everything is audited and documented. For the most sensitive sectors, fully sovereign architectures are possible.

« We were offered a chatbot in two weeks »

A prototype can indeed be built quickly. But a system that properly handles confidentiality, answer quality, document updates and regulatory compliance requires considerably more foundational work.

« Our teams aren't technical »

That's precisely why scoping is essential. We translate your business needs into specifications understandable by technical teams. The final interface for your colleagues will be as simple as a search bar.

« What's the return on investment? »

It's measured in search time saved, answer consistency, know-how preservation and client satisfaction. For a company of 50 colleagues, the time recovered amounts to tens of thousands of euros per year.

« What if the conclusion is we don't need it? »

Then we'll have saved you an unnecessary investment and we'll recommend suitable alternatives. That's also our role.

NEXT STEP

Let's talk about your documents.

A diagnostic to assess your need and define the right approach.