

# **BUZZBOX LIVE: SCALING SUCCESS - HOW AI HELPS COMPANIES AVOID REINVENTING THE WHEEL**

**GUEST SPEAKERS:**

**PRAVEEN URANKAR (GMR) & VINOD KUMAR (TATA)**





## KEY TAKEAWAYS:

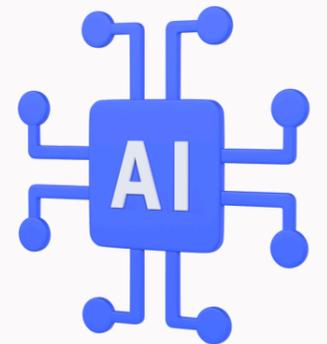
- Companies **struggle with knowledge silos & duplicate work**, costing **\$5.7M per year** apprx. **INR 50Cr annually**.
- Praveen mentioned how **GMR uses effective knowledge management through a KM framework & BHyve** which allows all employees to have access to best practices, learnings & other critical knowledge.
- On the other hand, Vinod highlighted how **Tata captures tacit & explicit knowledge** through SOPs & guidelines & key insights from stakeholders through interviews.
- Biggest takeaway – **Knowledge Management isn't a separate effort** – it's using **technology** to bring **standardization, scale, simplicity, & structure** into work to improve work & worklife!
- **AI is transforming knowledge management**, enabling the **processing** of vast amounts of **unstructured data** & **surfacing relevant insights**. Examples include using AI for contract generation, digital twins, & intelligent search across knowledge repositories.

# RECOMMENDATIONS FOR ORGANIZATIONS LOOKING TO BUILD A KNOWLEDGE INITIATIVE



- Identify critical knowledge areas & start there for quick wins
- Focus on capturing tacit knowledge through expert interviews & recordings
- Integrate knowledge management into day-to-day work rather than treating it as a separate initiative
- Use & explore AI to enhance the overall experience of not doing repeat work

# HOW BHYVE'S GENAI HELPED CONTEXTUALIZE QUERY ON GMR



## Generic AI search v/s BHyve Search

Question asked: Root Causes of Boiler Tube Failures

### Google search AI answer:

- Generic Context
- Just gave a summary on overall all knowledge on google
- No specifications
- Could not capture user's intent

### BHyve portal AI answer:

- A contextual answer based on GMR's knowledge added on BHyve
- Specific answer based on the organizations query

# BHYVE

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