Generative AI-Enhanced
Knowledge Management in Business

Generative AI for Smarter Knowledge Work: From Ideas to Business Value

Haaga-Helia campus + online
September 17th, 2025
Check the whole agenda (link attached)

Co-funded by the European Union

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In collaboration with

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Generative AI-Enhanced
Knowledge Management in Business

The toolkit for easy GenAI solutions development and implementation

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Motivation

GenAI has huge potential to transform knowledge work

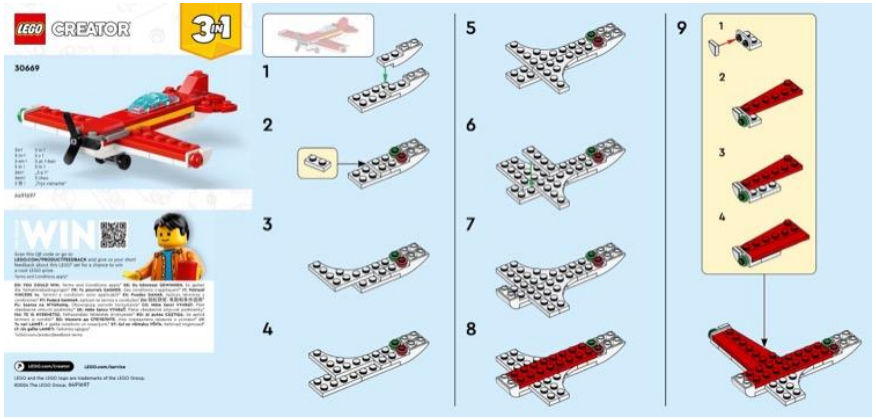
BUT

- Most companies lack the technical expertise and capabilities to implement GenAI solutions effectively, especially SMEs
- The pilot to production chasm
- Business value from GenAI implementation is still limited

Potential solution

Building blocks

Guidelines



Real results

Benefits:
Quicker implementation, Less risks, Less resources, Higher solution quality

Generative AI-enhanced Knowledge Management (GAIK) project – the implementation of this approach

The primary project goal:
Creation of the **open toolkit** for knowledge-focused GenAI solution development and implementation

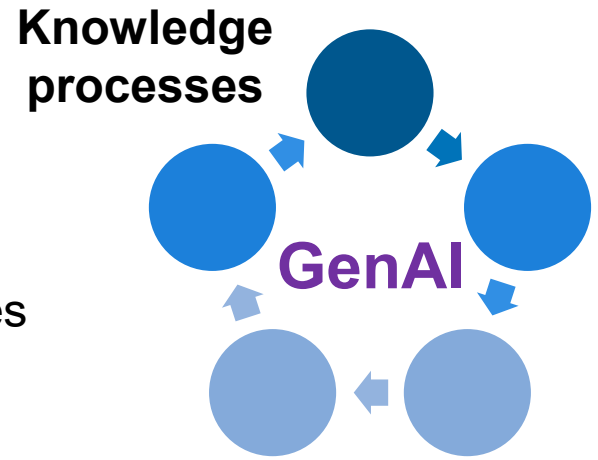
Target audience: Small and Medium-sized companies (SMEs)

University-Industry cooperation

Project consortium:
3 universities and 5 companies (Luvata, Lotus Demolition, QAdental, Azets, Dynamik).
And we are extending cooperation with companies and international partners

Timeline: 01.02.2025 – 31.01.2027

Methodology: (Action) Design Science Research



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Knowledge

Tacit knowledge

Documented knowledge

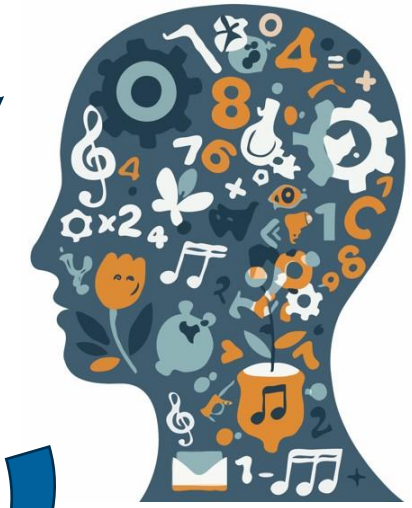
Texts

Diagrams

Videos

Voice recordings

Tables



Know-how

Know-how

Judgements

Experience

Insights

Scope of the GenAI toolkit (1/2)

Knowledge process	Examples	Expected value for business
Knowledge access	Intelligent access to organizational knowledge (document repositories, databases, wikis, CRMs)	Finding relevant information faster with less efforts
Knowledge synthesis	Automatic generation of business reports, sales proposals, marketing materials, project proposals	Reduced time and effort required to produce reports and documents, resulting in cost and time savings, and timely decisions.
Knowledge capture	Extract needed information from business documents, videos, voice recordings, emails, and meeting recordings	Quick and cost-effective information extraction from documents, voice recordings, and videos

Scope of the GenAI toolkit (2/2)

Knowledge process	Generic use cases	Company-specific use cases
Knowledge access	Intelligent access to organizational knowledge (document repositories, databases, wikis, CRMs)	• Search and recommendations for audio and video content library • Sales and customer onboarding assistant for a complex, customizable software product
Knowledge synthesis	Automatic generation of business reports and documents	• Sales proposal generation • Purchase order processing • Incident reporting • Customer experience reporting
Knowledge capture	From speech, images and texts to structured documents	• Creating construction site diaries from speech, images and text • Building inspections report preparation • Creation of closed captions in various languages for instructional videos and podcasts

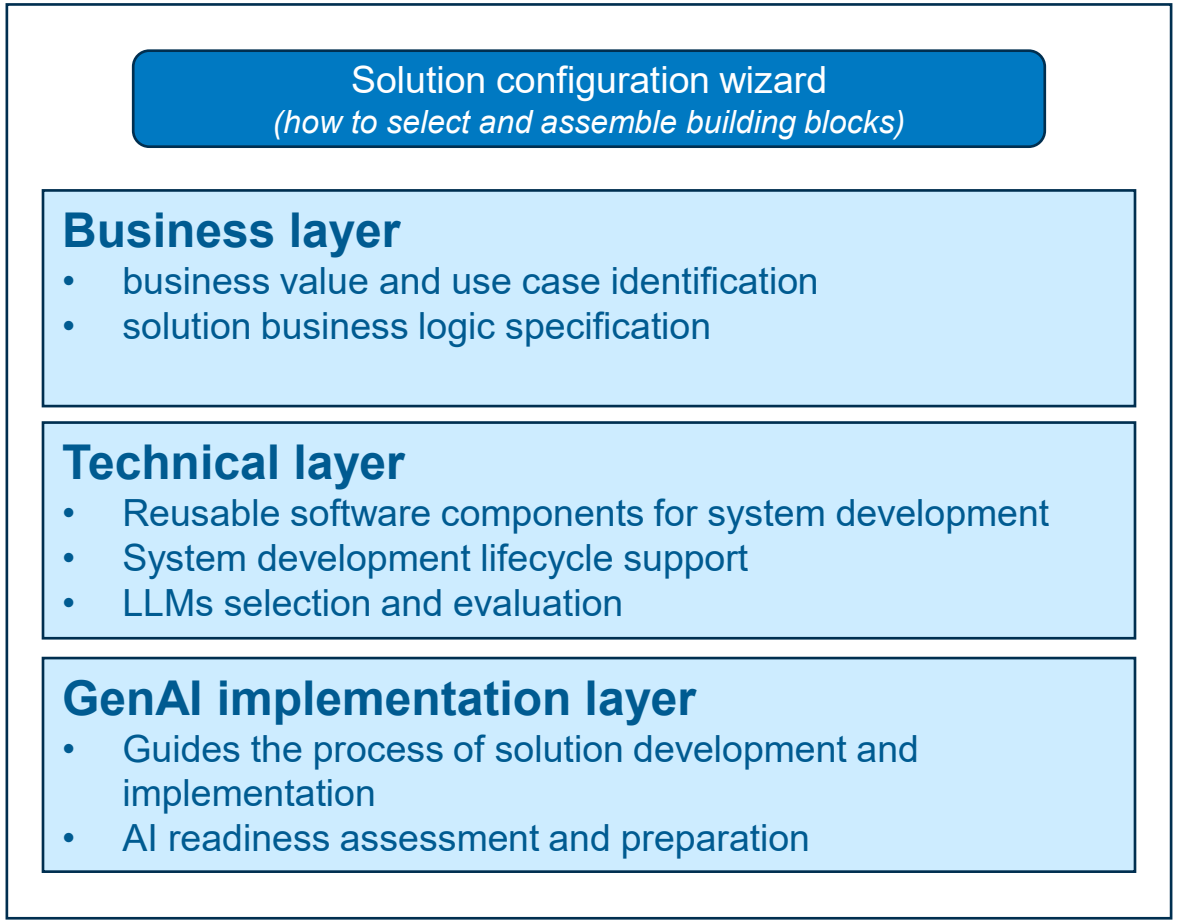
Target audience of the toolkit

A. **Managers and/or domain experts with digital skills** (no-code development, vibe coding, GenAI application skills)

B. **IT specialists** with software development and coding skills with limited GenAI experience

Components of the GenAI toolkit
for knowledge-focused GenAI solution development and implementation

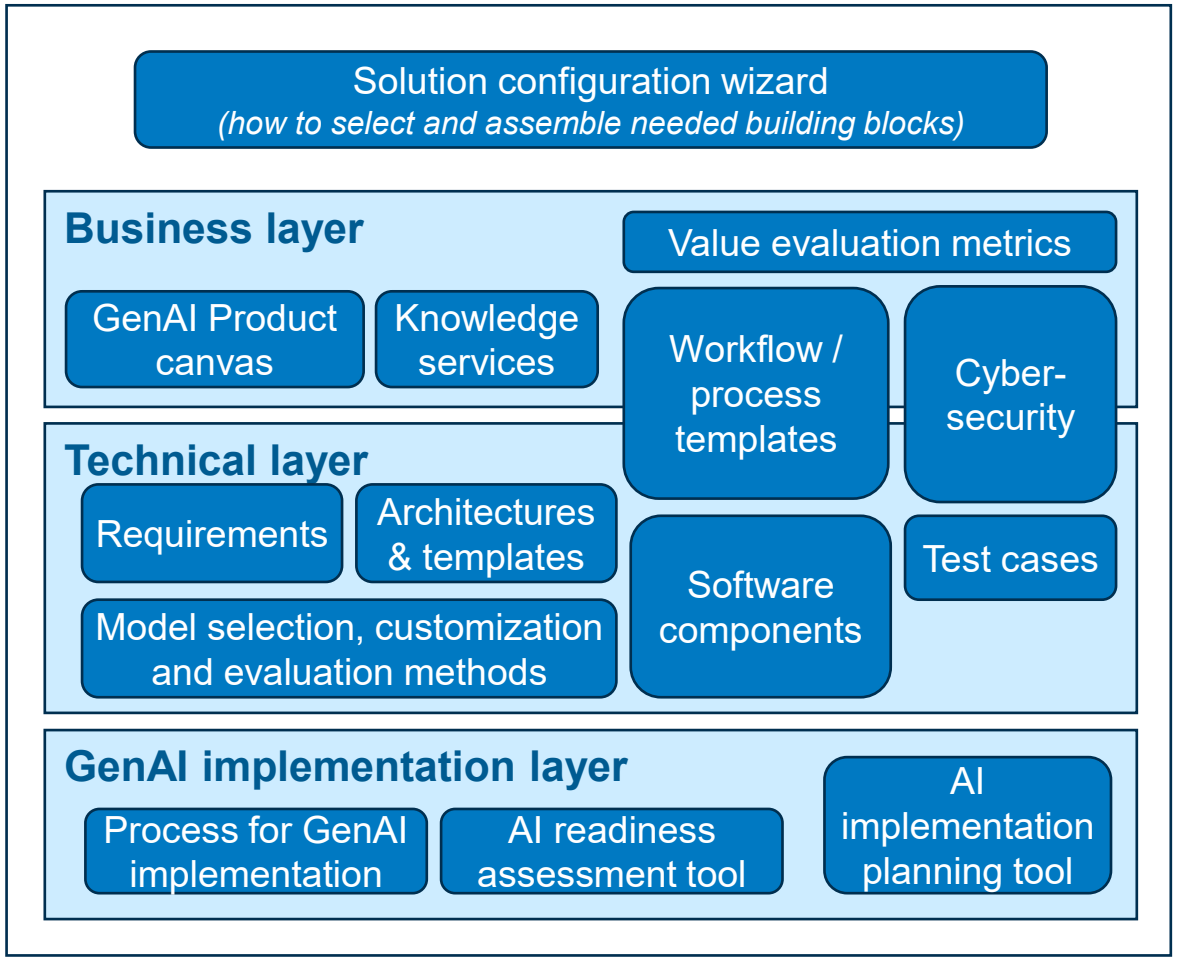
Overview



Components of the GenAI toolkit

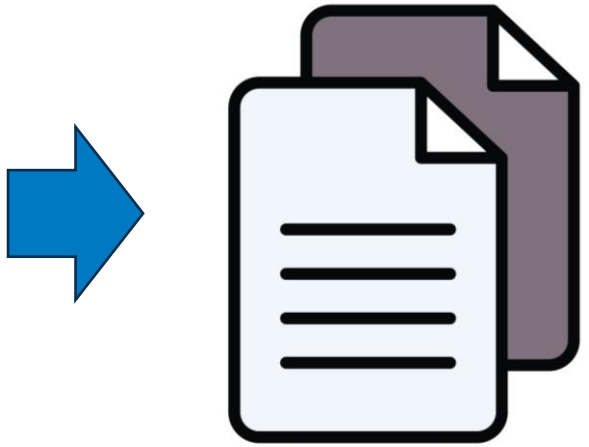
for knowledge-focused GenAI solution development and implementation

Some details



Examples of knowledge services and their implementation (1/3)

Knowledge capture	Capturing knowledge through voice



Workflow template

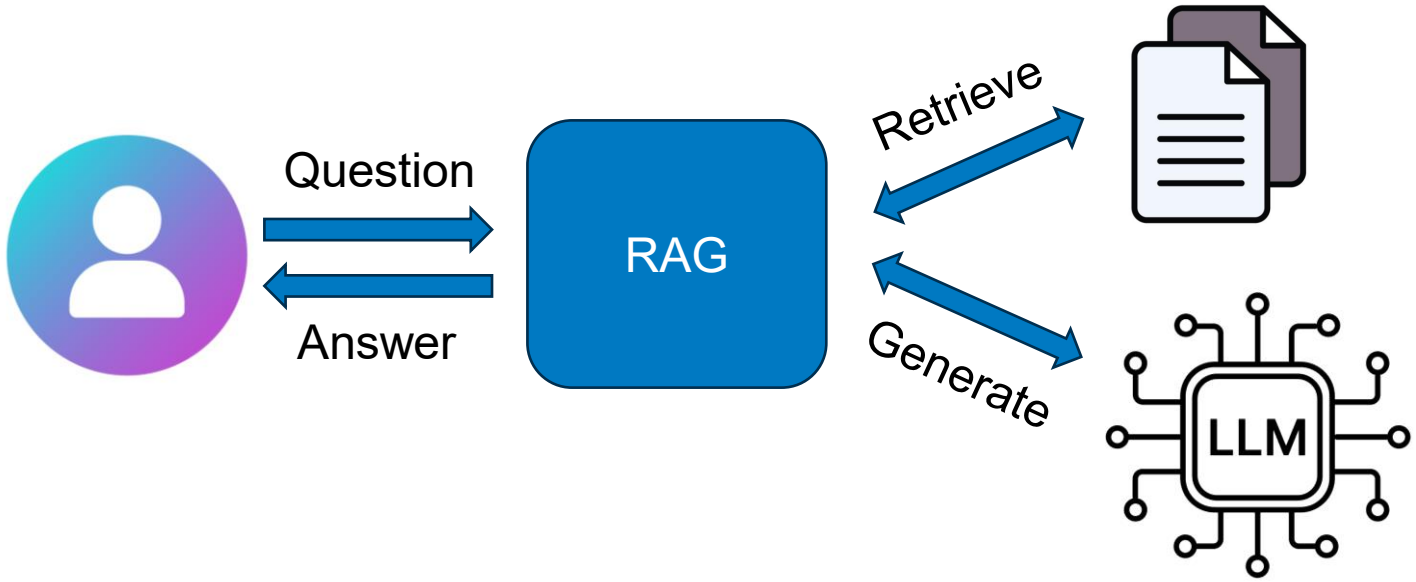
1. Optional: ask questions
2. Record audio file
3. Upload audio file
4. Transcribe the file

Software components

- Voice recorder
- Data loader
- LLM node/functions

Examples of knowledge services and their implementation (2/3)

Knowledge access	Talk to your data using RAG*



Workflow template

1. Data preparation
2. Indexing
3. Retrieval
4. Augmentation
5. Generation

Software components

- Document Loader
- Embeddings Model
- Vector DB
- LLM

* RAG – Retrieval Augmented Generation

Examples of knowledge services and their implementation (3/3)

Knowledge synthesis	Document/report generation

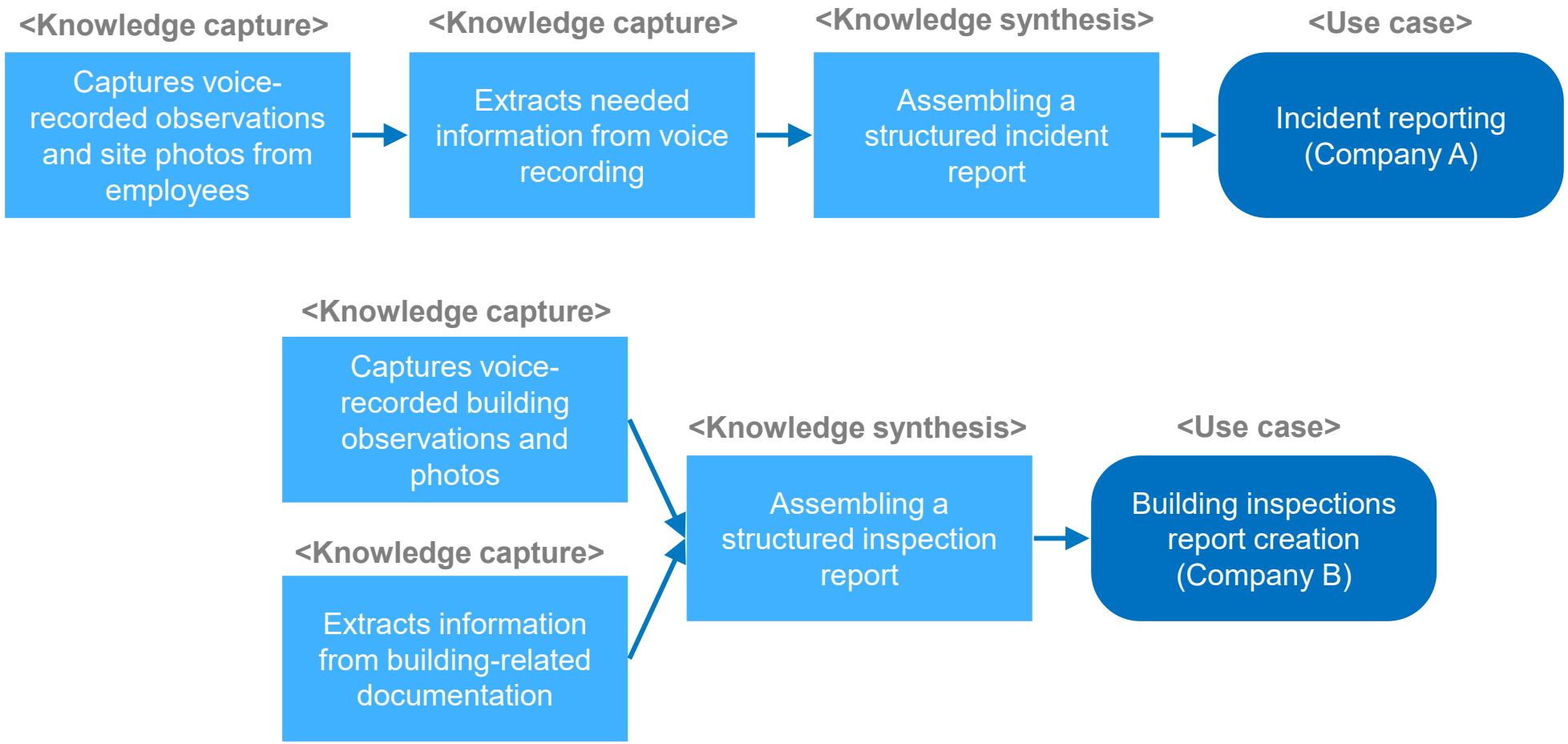
Workflow template

1. Data ingestion
2. Template definition
3. Content assembly
4. Report generation
5. Post-processing & Formatting

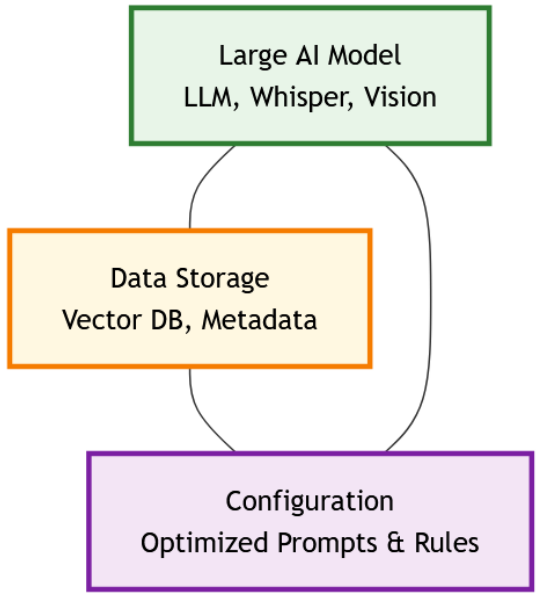
Software components

- Document Loader
- LLM
- Template Manager
- Exporter

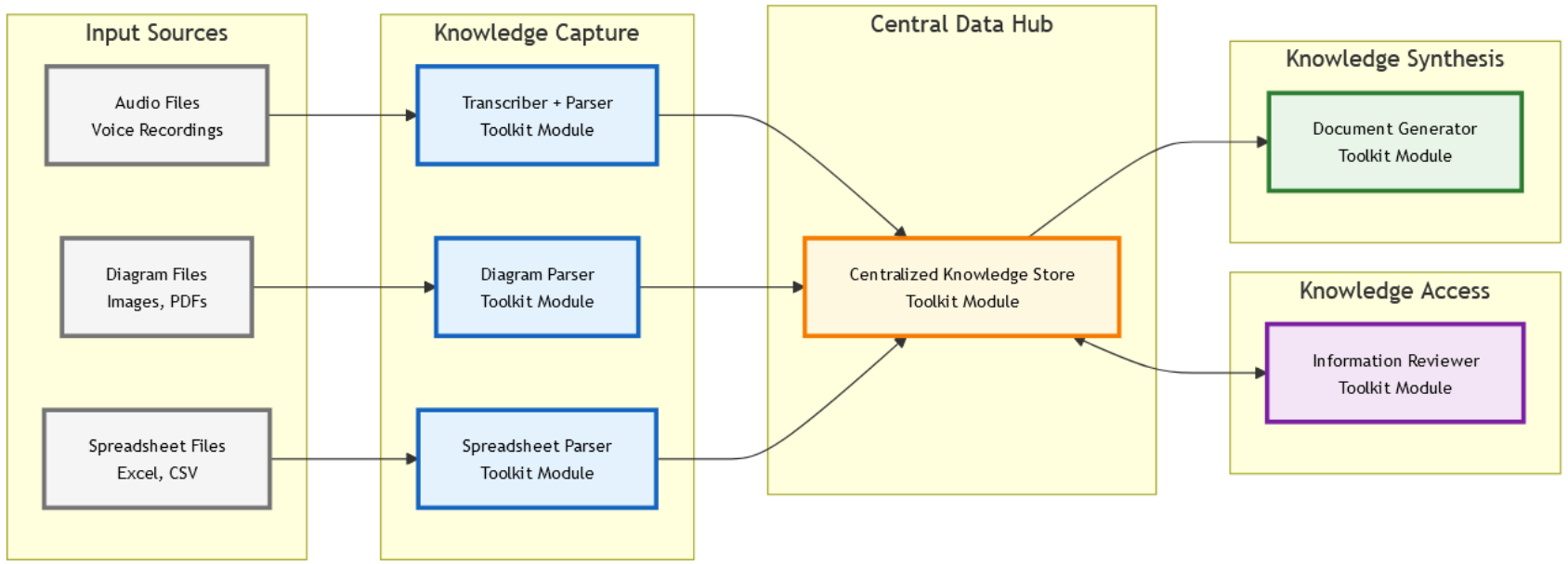
Combining knowledge services for the company-specific use cases



Asset Packaging in the Toolkit: Modules and Blueprints



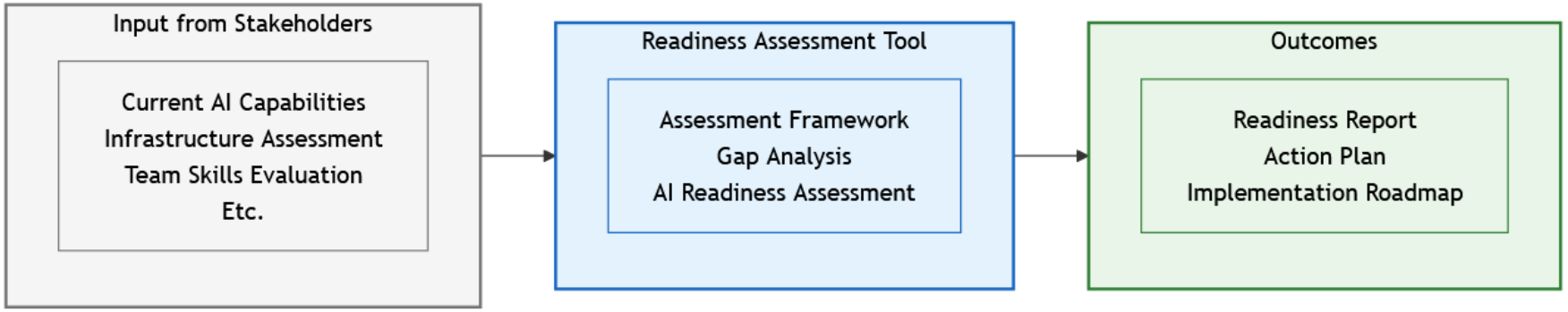
Out-of-Box Modules for Specific Purposes
(Customized and Optimized for Knowledge Management AI Tasks
– ***Technical Layer of the Toolkit***)



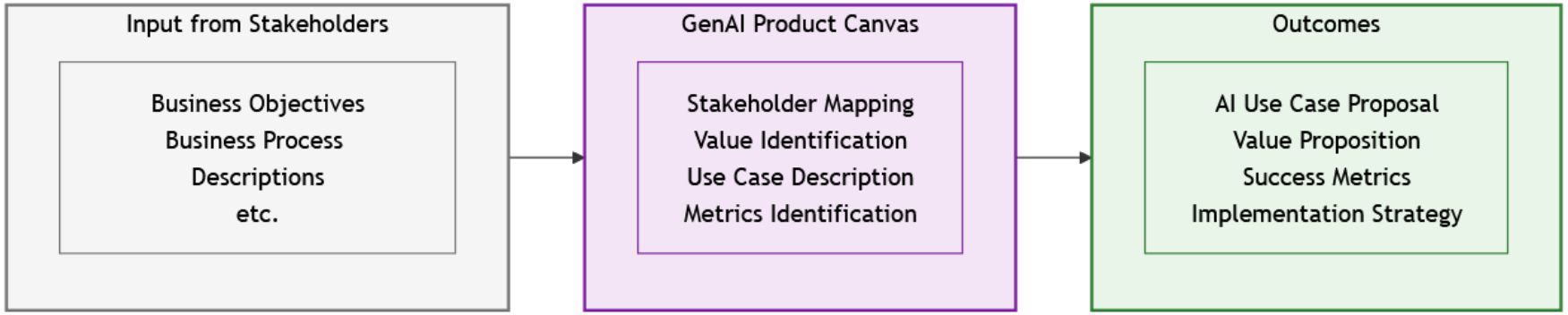
Blueprints for the Typical Solutions
(Knowledge Management Related Applications
- ***Implementation Layer of the Toolkit***)

How you can use the toolkit (examples) - 1/2

AI Readiness Assessment
+
Improvements to your organization

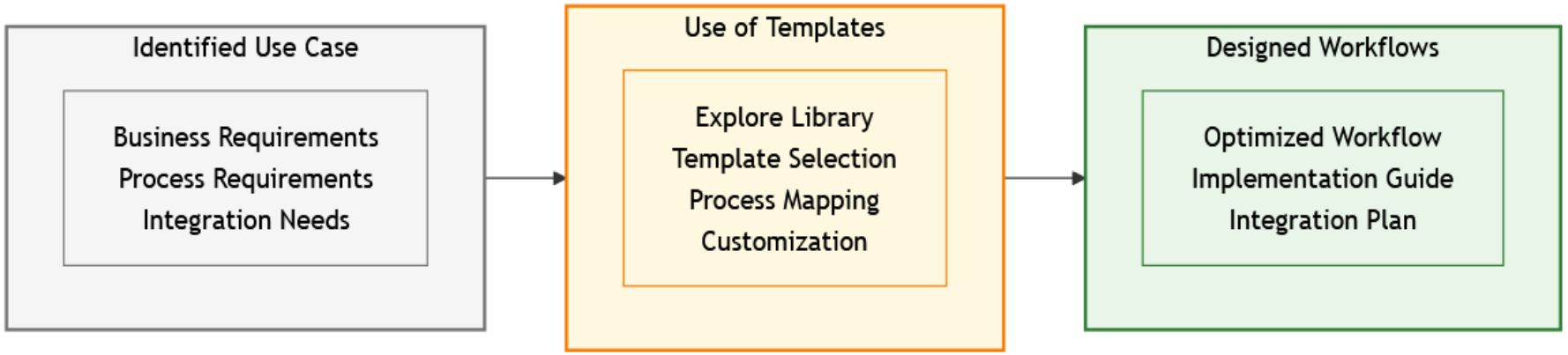


AI Business Case Identification
+
Key Information to Guide the Process

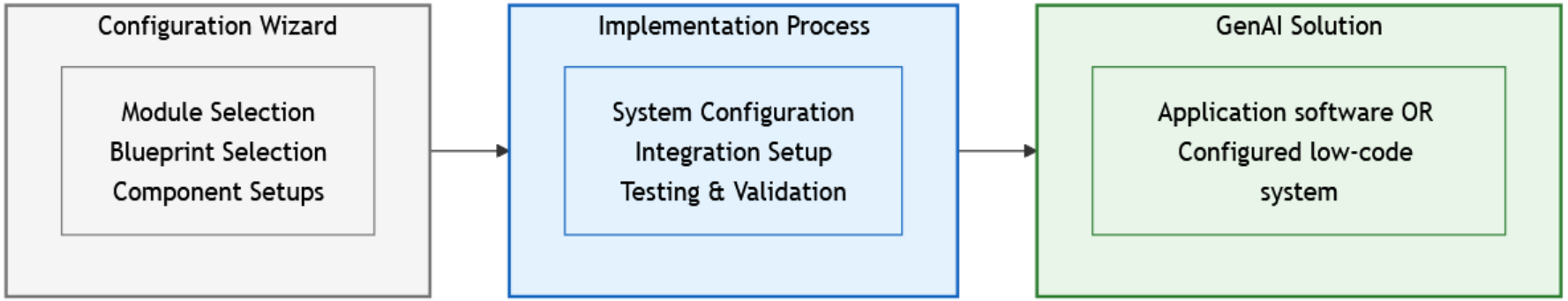


How you can use the toolkit (examples) - 2/2

Process/Workflow Quick Setup + Implementation Guidance



Use of Modules & Blueprints + AI System Creation



Thank you!

Questions?

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- Join our LinkedIn group https://www.linkedin.com/company/gen-ai-enhanced-km/
- Read our newsletter
- … and follow the updates

If you represent small or medium-sized company and you are interested in the following:

- AI advisory
- Proof-of-Concept development for your AI idea
- Master students
- Hackathon

Take a look at the Finnish AI Region EDIH (European Digital Innovation Hub) services https://www.fairedih.fi/en/services/ and apply https://www.fairedih.fi/en/contact/

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