



# Transformed Knowledge Access Using AI Information Assistant - Phase I

Case study



# Medical University Transformed Knowledge Access Using AI Information Assistant

**Challenge:** Students and faculty struggled to access relevant information spread across multiple systems and formats in the university library — including PDFs, research papers, databases.

**Solution:** The university implemented the Azure OpenAI-based Information Assistant, enabling natural-language access to all internal library content through a single, intelligent, and secure AI assistant.

## Results Phase I:

- ✓ 80% reduction in search time for academic materials, guidelines, and archived content
- ✓ Unified access to scattered resources — including PDFs, policies, articles, and structured data
- ✓ Faculty retrieved course materials and policy references instantly for lectures and research

**cited and explainable answers,**  
increasing confidence  
in institutional  
knowledge