

GETTING HR AI-READY

So Employees Can Find Answers Fast

01

THE CHALLENGE

A fast-growing technology company had invested in a new employee portal with built-in AI search functionality. Unlike their legacy system, which functioned mainly as a static repository with limited search capabilities, the new platform allowed employees to simply type a question and receive a clear, concise answer.

But powerful AI is only as good as the information it draws from. The company's HR documentation was scattered across desktops, outdated systems, and shared drives. For the AI to return the right answers, it needed the right foundation: clean, consistent, and up-to-date content.

03

THE IMPACT

- **Faster access to information:** Employees and HR team members no longer need to dig through files or navigate multiple platforms - answers are delivered instantly.
- **More confident decisions:** With updated and accurate documentation, HR and employees can rely on the AI to provide consistent guidance.
- **Foundation for the future:** By cleaning and structuring their documentation, the company created a scalable framework that supports AI and future HR technologies.
- **Shift headcount** to more valuable activities.

02

THE SOLUTION

Nua Group partnered with the company to get their HR content "AI-ready." Together we:

- **Collected and consolidated** documentation from across all HR functions.
- **Reviewed and updated** outdated policies, guidelines, and FAQs to ensure accuracy and consistency.
- **Migrated content** into the new portal, organizing it for both traditional browsing and AI-enabled search.
- **Validated search results** to ensure employees would receive correct and relevant answers.
- **Established a governance process** to ensure content remained up to date.

04

THE TAKEAWAY

AI can transform how employees access HR information, but only if the underlying content is ready. This case shows that getting documentation in order isn't just housekeeping but a critical first step in unlocking the value of AI.