fishbowl ®
SOLUTIONS

Customer
Midwest-based but Global Company

Industry
Insurance

Worldwide Employees
2,800

Revenue
$2 Billion

Products & Services
Fishbowl GenAI Middleware
Mindbreeze Integration

Enhancing Intranet Search with AI: An Insurance Company's Transformation with Fishbowl GenAI Middleware

Fishbowl Solutions partnered with a prominent mutual insurance company, a leader in the property and casualty insurance sector, to implement a Generative AI solution aimed at enhancing their intranet search capabilities. Our client sought to leverage advanced technology to improve efficiency and deliver a superior user experience.

BUSINESS PROBLEMS

- **Search Inefficiencies:** The existing intranet search functionality relied on outdated methods, resulting in delays and user frustration.

- **Time Consumption:** Users reported excessive time spent sifting through multiple documents and links when searching for information, leading to productivity losses.

- **Data Accuracy and Accessibility:** The need for a system that not only improved the efficacy of search results but also ensured that users could quickly access accurate documentation.

SOLUTION HIGHLIGHTS

- **Generative AI Middleware:** Leveraging Fishbowl's GenAI Middleware, which integrates seamlessly with existing systems, our client implemented a Generative AI-driven solution to enhance search capabilities across their intranet.

- **Mindbreeze Integration:** The solution included indexing documents stored in WebCenter Content through the Mindbreeze platform, allowing users to interact with the search function via a chat interface.

- **User-Centric Design:** The Generative AI framework provided a more intelligent and responsive search experience, significantly reducing the time required for users to locate necessary information.

RESULTS

- **User Satisfaction and Efficiency:** After implementing the AI-powered search system, users experienced significant improvements in search efficiency, saving an estimated 5 minutes per search compared to traditional methods.

- High Accuracy Rates: The system achieved an accuracy rate exceeding 90% for the links provided in search results, enhancing user confidence in the search output.

- Increased Engagement: The first two months of usage saw 327 unique users performing approximately 2,700 searches, indicating a high adoption rate and effective engagement with the new search capabilities.

The collaboration between Fishbowl Solutions and our client has led to significant advancements in intranet functionality. By successfully implementing a Generative AI solution, they have enhanced their internal search capabilities, resulting in improved efficiency, accuracy, and user satisfaction. As our continues to embrace innovative technologies, Fishbowl remains dedicated to supporting their technological evolution through tailored solutions.