

73%

TICKET VOLUME REDUCTION

INDUSTRY

FINTECH COMPLIANCE

MODELS

CLAUDE 3.5 SONNET + SUPABASE
PGVECTOR

TIMELINE

18 DAYS

STATUS

OPERATIONAL — FULL DEPLOYMENT

Autonomous Internal Policy Retrieval Agent

Deployed a secure, internal RAG architecture for a 400-employee fintech firm, eliminating manual HR and IT policy inquiries.

The Baseline Inefficiency

A growing 400-employee fintech firm was overwhelming its 3-person HR and IT departments with repetitive internal queries regarding compliance protocols, PTO policies, and software provisioning. HR staff were spending roughly 22 hours a week manually answering Slack messages with links to existing Notion documents, causing severe operational drag.

The Architectural Solution

We mapped their entire internal Notion workspace to a Supabase pgvector database, deploying an internal Slack bot orchestrated by LangGraph. When an employee asks a question, the agent retrieves the exact compliance protocol, synthesizes it, and cites the original internal document. The system is air-gapped from external data to ensure strict SOC2 compliance.

The Fiscal Outcome

The internal agent intercepted and autonomously resolved 73% of all tier-one HR and IT queries within the first 30 days. The HR department recovered 22 hours of manual labor per week, entirely eliminating the need for a projected Q4 HR administrative hire.

Quantifiable Outcomes

MANUAL HOURS RECOVERED

22H/WK

Weekly time saved for the internal HR/IT team.

RESOLUTION LATENCY

<4 SECS

Average time to retrieve and synthesize internal protocols.