improving
It's what we do. ™

Improving Echo - AI-Powered Knowledge Management Solution
Elevate Your Enterprise's Knowledge Management, Collaboration With AI On Google Cloud

MAKING INSTITUTIONAL KNOWLEDGE WORK FOR YOU WITH AI

In today's fast-moving business environment, effectively using institutional knowledge is essential for staying competitive, innovative, and growth-focused. At Improving, we've faced these challenges firsthand and evolved our approach over time. This led to the creation of **Echo, an AI-powered knowledge management solution** built on Google Cloud and backed by our software development expertise. Echo helps organizations break down information silos, improve decision-making, and foster a more collaborative, productive workplace.

WHY ECHO MATTERS
Institutional knowledge, often buried in documents, files, and collateral, can become siloed, limiting collaboration and slowing progress. With the rapid rise of AI, enterprise leaders must adopt tools that enhance both strategic and operational capabilities. They need the ability to streamline knowledge sharing, collaboration, and innovation, and Echo has been the solution for our clients.

We saw many of our customers struggling to retain and use institutional knowledge effectively. Echo addresses this by making it easier to discover, share, and apply knowledge across organizations and teams across different industries, empowering individuals and improving outcomes organization-wide.

THE BENEFITS OF AI-POWERED KNOWLEDGE MANAGEMENT

Systems such as Echo offer a versatile AI-Powered solution to enterprises and teams. When natural language systems and search are combined, they create the following benefits:

- **Streamlined** Discoverability Of Internal Documents & Resources
- **Improved** Collaboration Between Enterprise Teams
- **Accelerated** TTM Through Improved Collaboration
- **Enhanced** Decision-Making Utilizing AI

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THE TECHNOLOGY POWERING ECHO

Echo was built to transform how enterprises access, share, and apply institutional knowledge. Unlike traditional tools like Teams, SharePoint, or static databases, Echo intelligently unifies content across platforms, delivering fast, relevant answers through a conversational interface. It adapts to user roles and typical queries, embedding source documents directly into responses for transparency and trust. Regardless of format, Echo ensures knowledge is discoverable, actionable, and always backed by context.

BUILT WITH GEMINI ON GOOGLE CLOUD
To achieve this, we applied cutting-edge techniques, including:

- Multiple Large Language Models (LLMs) from Gemini
- Factual grounding for accuracy
- Retrieval-Augmented Generation (RAG)
- Prompt stacking for contextual depth

Our Echo solution on Google Cloud supports clients with diverse infrastructure needs in complex multi-cloud environments.

WHY CHOOSE IMPROVING AS YOUR PARTNER

Our journey in enhancing knowledge flow led us to create "Echo," an AI-enabled solution for our sales and sales support teams. We faced a challenge familiar to many: our teams struggled to find, access, and utilize unique customer stories, case studies, and win-wires we had accumulated over decades of operation. Since implementing Echo, we have observed remarkable improvements in efficiency, responsiveness, and team satisfaction. Echo has been a paradigm shift in how our institutional knowledge is managed and utilized.

Our commitment to providing best-in-class solutions as a leader in IT and software consulting across North America is backed by our core values of excellence, involvement, and dedication to delivering transformative business value for all of our clients. This includes finding innovative ways to leverage the latest developments and improvements in AI to help our clients make meaningful and impactful changes to their organizations, teams, and stakeholders.

Connect with us today to kickstart the development of your own Echo!