

Just ask AGNES! ASFINAG's AI-powered knowledge hub

Industry

Travel & Logistic

Technology

Microsoft Azure

Engagement

12 months

Services

Cloud Services, Artificial Intelligence,
Ginger AI



Client profile

About ASFINAG

Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft (ASFINAG) is an Austrian infrastructure company managing the planning, construction, operation, and tolling of the country's motorways and expressways. With over 3,000 employees, ASFINAG continuously enhances internal processes while focusing on future mobility solutions.

The task

Optimized onboarding and smart knowledge transfer

ASFINAG sought a solution to streamline its employee onboarding while ensuring efficient HR and IT operations. Additionally, the company aimed to enhance employee access to company knowledge, boosting productivity and coordination across teams.

Key objectives included:

- Seamless user experience
- Proactive organizational support
- Increased employee productivity
- Cost reduction through intuitive workflows
- Improved company-wide agility

The solution

AGNES: ASFINAG's intelligent assistant

Nagarro implemented its AI-driven enterprise platform Ginger AI—branded internally as AGNES—within Microsoft Teams. AGNES utilizes Generative AI (GenAI) and Natural Language Processing (NLP) to enhance the employee experience through streamlined onboarding, knowledge sharing, and task management.

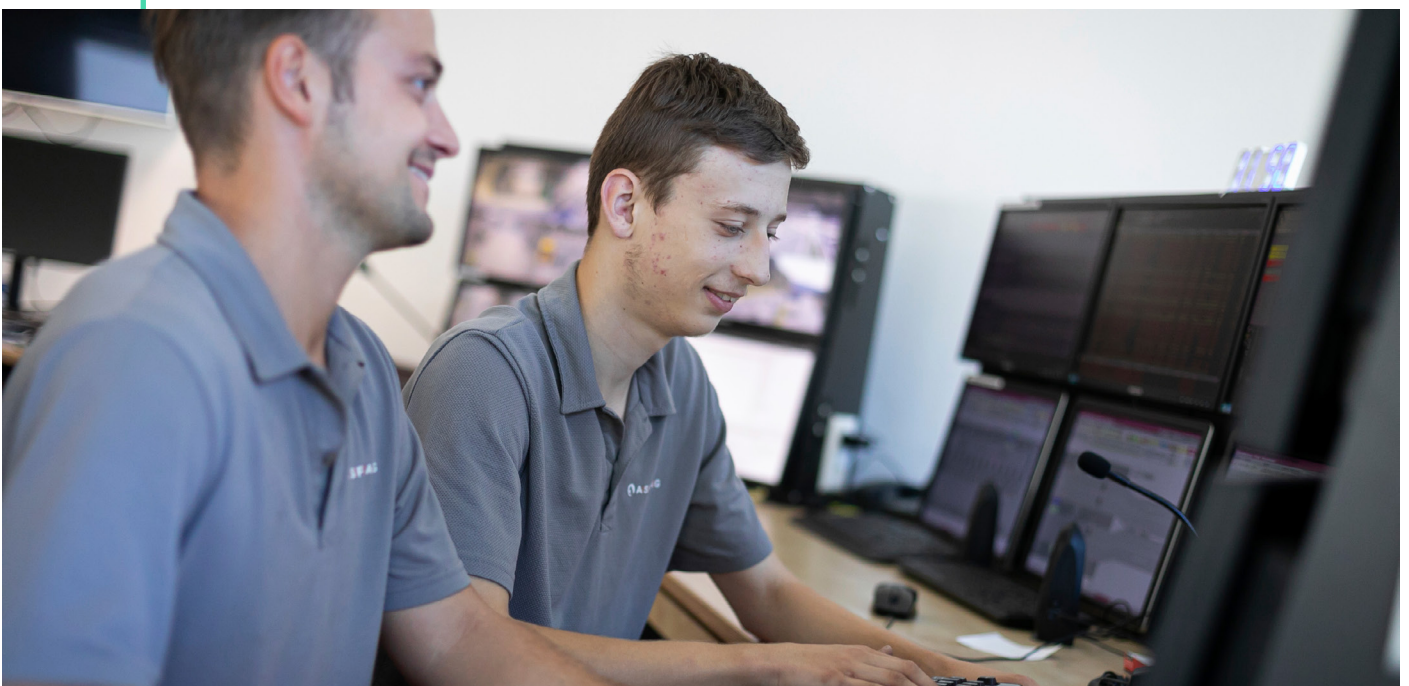
Key Features

- A unified MS Teams interface for task execution.
- Generative AI-powered document search in German.
- Expert discovery via ASFINAG's internal skill system.
- Search capabilities spanning 1,200+ documents, policies, and processes.
- 150 predefined Q&As, 480 abbreviations, and 780 conversational responses for a human-like experience.

Implementation Phases

Phase 1: Launched in June 2024 after pilot testing with a select group of employees. Subject matter experts ("Content Ninjas") contributed to knowledge training, ensuring accuracy and relevance. Following the successful pilot, AGNES was rolled out to all 3,000+ employees.

Phase 2: Started in July 2024, focusing on continuous improvement, new use cases (daily meal plans, SharePoint integration, ChatGPT 4.0 capabilities), and enhanced interactivity. Plans include implementing Large Language Models (LLMs) to replace predefined Q&As, further expanding AGNES's knowledge base and intuitiveness.



The impact

Business value

AGNES has delivered measurable benefits, including:

- **Seamless information access** – Faster, AI-driven document search, leading to annual cost savings of over €220,000.
- **Increased productivity** – HR and IT workload reduction via automated query handling.
- **Enhanced employee satisfaction** – Personalized, dialogue-driven responses improve engagement.
- **High adoption rates** – 30% of ASFINAG's workforce has registered within the initial rollout phase.
- **Data-driven insights** – Real-time analytics for system improvement and knowledge expansion.
- **Centralized updates** – Work instructions and regulations are instantly accessible and version-controlled.

AGNES exemplifies how AI can transform employee experiences, optimize workflows, and drive operational efficiency. Future enhancements, including deeper system integrations and knowledge expansion, will further solidify ASFINAG's innovation-driven approach.





AGNES has made remarkable progress in a short period. Many of our requests have already been implemented or are in the planning stage, and AGNES is already providing useful answers. Since the beginning of the AI trend, we have made significant advancements and are pleased to have chosen Nagarro as our AI partner for this solution.



Bernd Datler,
CIO, ASFINAG

Gemäß der Vision des "Fluidic Enterprise" überzeugt Nagarro durch Digital Engineering auf höchstem Niveau und verschmelzt dank Künstlicher Intelligenz Technologie mit menschlichem Scharfsinn. Das Ergebnis sind äußerst reaktionsschnelle, effiziente, kreative und nachhaltige Organisationen, die auf den Menschen ausgerichtet bleiben. Heute beschäftigt Nagarro über 18.000 Nagarrians in 38 Ländern und begleitet weltweit Unternehmen in die Zukunft der Digitalisierung.

Weitere Informationen auf www.nagarro.com.