

## CASE STUDY

# MODERNIZING EMPLOYEE HR ACCESS WITH A GENAI-POWERED HR POLICY ASSISTANT



# About the Client

The client, which is a top US-based company, assists businesses by adhering to regulatory compliance and driving employee performance. A trusted partner, who is committed towards innovation, navigates through the complexities in the financial sector effectively.



## Client Requirements

The client required a complete overhaul of the way employees can access HR information through an intelligent and conversational assistant that replaces static documents and search by keywords.

### Key requirements included:

Offer a **single and simple-to-use AI assistant** for all HR policy and handbook-related inquiries

Enable HR administrators to **upload, manage, and train** the assistant using the organization's own HR documents

Allow **natural language inquiries and follow-up questions** without losing conversational context

Defer the workload of HR support by **automatically routing repetitive employee inquiries**

Allow employees to **instantly and accurately obtain answers** without having to browse through documents

Implement **role-based access control**, where employees and HR administrators can only view authorized content

Ensure all responses are **consistent, compliant, and always based on the latest approved policies**



# Happiest Minds Solution

Happiest Minds developed and delivered the HR Assist solution, which is a GenAI-powered HR Policy & Handbook Assistant that completely changes the way employees and HR teams can access and interact with organizational knowledge.

## AI-Driven Policy Intelligence

HR Assist ingests and trains on the organization's HR policies, employee handbooks, benefits information, and compliance resources. These resources are converted into a conversational and searchable knowledge base that employees can engage with in a natural way.

Ingests approved HR policies and employee handbooks

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Converts static content into a conversational knowledge layer

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Makes sure that all answers are always based on official HR sources

## Secure and Role-Based Document Access

The system has robust access controls to ensure governance and data integrity. HR administrators have complete control over document management, and employees can only search approved and authorized content.

Admins can upload, delete, and manage HR documents

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Employees can only access authorized policy content

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Ensures compliance, governance, and data security

## Natural Language Querying

Employees can query HR Assist using natural, conversational language, without having to search through PDFs or intranet pages.

The assistant will immediately provide accurate, policy-driven answers.

Example queries include:

“How many PTO days do I get?”

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“What is the maternity leave policy?”

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“What happens if I miss a deadline?”

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Supports conversational, plain-English queries

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Provides instant, accurate policy-driven answers

## Context-Aware Follow-Up Conversations

To support a natural conversational flow, HR Assist will retain context for each conversation. Employees can ask follow-up questions without having to restate the original question, allowing for more insightful conversations.

Retains context for multi-turn conversations

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Handles follow-up questions such as:

- “What about contract employees?”
  - “Does that apply to my location?”
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Provides answers that respond to conversational flow

## Automated Document Training

HR teams can keep the assistant updated with ease. The new or updated documents can be trained with a single click, ensuring that the responses are always up to date and in line with the latest approved policies.

One-click training for new or updated HR documents

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No need for manual reconfiguration

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Ensures that answers are always in line with the latest policies

## Transparent, Source-Based Responses

To ensure that the answers are always compliance-grade reliable, the HR Assist provides answers that are strictly from the trained HR documents.

Answers are sourced only from the approved HR content

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Ensures accuracy and consistency

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Compliance and audit readiness

# Value Delivered

**The deployment of HR Assist drives immediate and long-term value in the area of employee experience and HR operations.**



## Faster Employee Support

Employees get immediate answers to HR-related questions without having to wait for tickets or browse through multiple systems.



## Reduced HR Workload

The AI assistant takes care of routine and repetitive HR-related questions, allowing HR teams to concentrate on strategic projects.



## Policy Compliance & Accuracy

All responses are based on approved documents, ensuring consistent and compliant communication throughout the organization.



## Always-Up-to-Date Knowledge

Changes and updates in policies are reflected in the chatbot response through automated retraining.



## Improved Employee Experience

Employees feel informed, supported, and empowered with easy and conversational access to HR information.



## Scalable HR Operations

The solution handles thousands of employees without requiring additional HR staff, providing enterprise-level efficiency.

## About Happiest Minds

Happiest Minds Technologies Limited (BSE, NSE: HAPPSTMNDS) is an AI First, customer-centric digital engineering company committed to delivering 'Happiest People . Happiest Customers'. With an integrated approach that spans from chip to cloud, Happiest Minds delivers secure and scalable solutions across product engineering, cybersecurity, analytics, and automation platforms. Happiest Minds brings purpose and precision to every engagement, helping enterprises solve complex business challenges and fast-track their digital evolution across industry sectors such as Banking, Financial Services & Insurance (BFSI), EdTech, Healthcare & Life Sciences, Hi-Tech and Media & Entertainment, Industrial, Manufacturing, Energy & Utilities, and Retail, CPG & Logistics.

Happiest Minds has been honored by both the Golden Peacock Awards and the Institute of Company Secretaries of India (ICSI) for its exemplary Corporate Governance practices. Guided by its mission of 'Happiest People . Happiest Customers' and consistently recognized as a great place to work, Happiest Minds is headquartered in Bengaluru, India, with a global presence across the Americas, UK, Europe, Australia, the Middle East, Africa, and Asia.

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