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USE CASE

Secure, Compliant AI Chat Solution for Legal Professionals

Noesis' AI solution enabled the firm to safely leverage Gen AI-powered conversational search, ensuring security and compliance while providing valuable insights for future AI initiatives - all developed and deployed within one month.

The solution was delivered by a team of 4 developers working closely with the firm's Practice Innovation Team, ensuring that all business and compliance requirements were addressed from day one.

Sector
Legal

Delivery Unit
Data Analytics & AI and Low Code Solutions

Solution
Azure OpenAI, Search and Outsystems
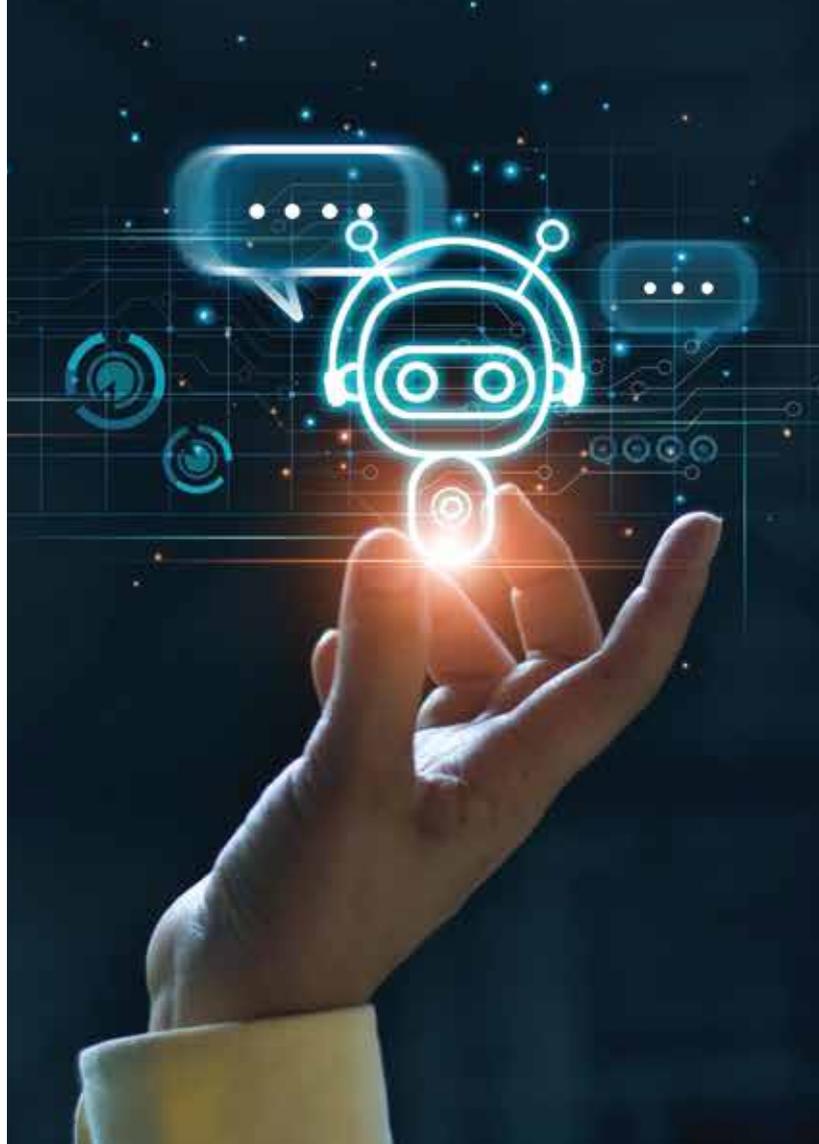
THE CHALLENGE

> **Prevent use or exposure of sensitive information** in AI chats;

> **Ensure AI usage** follows company security and compliance standards;

> **Gain visibility into frequently searched topics** and **user needs**;

> Avoid **AI silos** and **optimize resource use**;

> **Build an AI-ready** culture for future initiatives.

GOALS

A leading U.S. based, global law firm needed a secure AI chat solution that aligned with strict security and compliance policies. The firm wanted to prevent sensitive data exposure, ensure AI usage complied with internal guidelines, and gain insights into user needs and search trends. The challenge was not only implementing AI but doing so in a way that combined security, compliance, and strategic intelligence.

SOLUTION

Noesis developed a secure, internal "Chat GPT" platform with a custom-built user interface and dashboard, fully aligned with the firm's policies.

Controlled AI Chat Interface

› AI chat built on Azure OpenAI (GPT-4o or latest) with strict user policies to prevent sensitive data use;

› Integrated Azure AI Search for relevant, contextual responses.

Insights Dashboard

› Admin dashboard showing top searched topics and trending questions, with no user identification;

› Provides actionable insights to inform future AI development and identify emerging organizational needs.

Custom AI Responses Aligned with Policy

› AI answers tailored to reflect firm's tone, language, and compliance needs.

User and Admin Experience

› OutSystems-based chat interface for ease of use and policy enforcement;

› Admin tools for monitoring AI usage patterns and enforcing governance.

Technical Foundation

Built on Azure OpenAI (GPT-4o or latest), Azure AI Search (hybrid vector + keyword search), Azure Document Intelligence for structured data extraction from PDFs, and Azure Blob Storage for secure document management. OutSystems was used to build a compliant, user-friendly interface and admin dashboard.

RESULTS

› **Secure, compliant AI usage,** with **enforced data protection**;

› **Centralized AI access, reducing tool silos** and **optimizing resources**;

› Insights into **user needs** and **trends to inform AI strategy**;

› **Increased trust** and **adoption of AI,** with clear governance;

› Foundation for **AI culture,** including creation of a **new AI-focused unit**;

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Noesis is an international technology consulting company with almost 30 years of experience offering solutions to support companies' business and digital transformation. Noesis has an extensive portfolio of IT services, working in various areas including IT Ops & Infrastructure, Cloud & Security, Enterprise Solutions, Low-Code Solutions, Data Analytics & AI, DevOps & Automation, Quality Management, Enterprise Application Integration and Professional Services.

The company has +1200 highly specialized talents and is operating in seven countries: Portugal, Spain, the Netherlands, Ireland, Brazil, the USA and the UAE. Noesis is part of the Altia Group, listed on the Spanish stock exchange BME Growth, with more than 3500 professionals working in eight countries and more than 20 locations.