

Sharing knowledge faster and more efficiently with Kyndryl and AWS

National Defense Agency | Government



Business opportunity

Lacking a centralized knowledge system, several thousand employees at a national defense agency were spending significant time searching through documents for information related to recruitment, operations and policies.

While the organization maintained large archives of digital documents, there was no quick or easy way to search their contents or pose questions in natural language. There was also no automation in place, so employees had to repeat manual information retrieval and collation tasks on a regular basis.

To improve efficiency, speed and quality in generating insights from large volumes of documentation, the agency aimed to implement a digital knowledge and query assistant.

Technical challenge

The agency believed that the latest generative AI (GenAI) technology could provide a solution but recognized that it lacked the necessary internal expertise around AI. Building a viable AI-powered solution would require skilled external assistance.

Beyond this skills challenge, the agency would need to comply with extremely strict regulations around data

privacy and security. And with many digital documents containing top-secret information, any solution needed to incorporate enterprise-grade encryption and keep data entirely within national borders at all times. These data sovereignty requirements meant that it would not be possible to use public GenAI tools such as ChatGPT or Gemini.

Our solution

Together, the agency and Kyndryl built a secure, private GenAI assistant to enable trusted internal employees to find and summarize information rapidly and efficiently.

Developed with a serverless design on Amazon Web Services (AWS), the solution uses:

- Amazon Bedrock, a fully managed platform for GenAI applications, for model orchestration
- Amazon S3 provides document storage
- Amazon OpenSearch and Kendra combine to enable vector-based search and retrieval
- Amazon SageMaker is used for creating and training machine-learning models
- A range of enterprise-grade AWS security tools provide added layers of protection

Integrated with the agency's AWS-hosted applications and databases, the solution also enables natural-language querying of structured data.

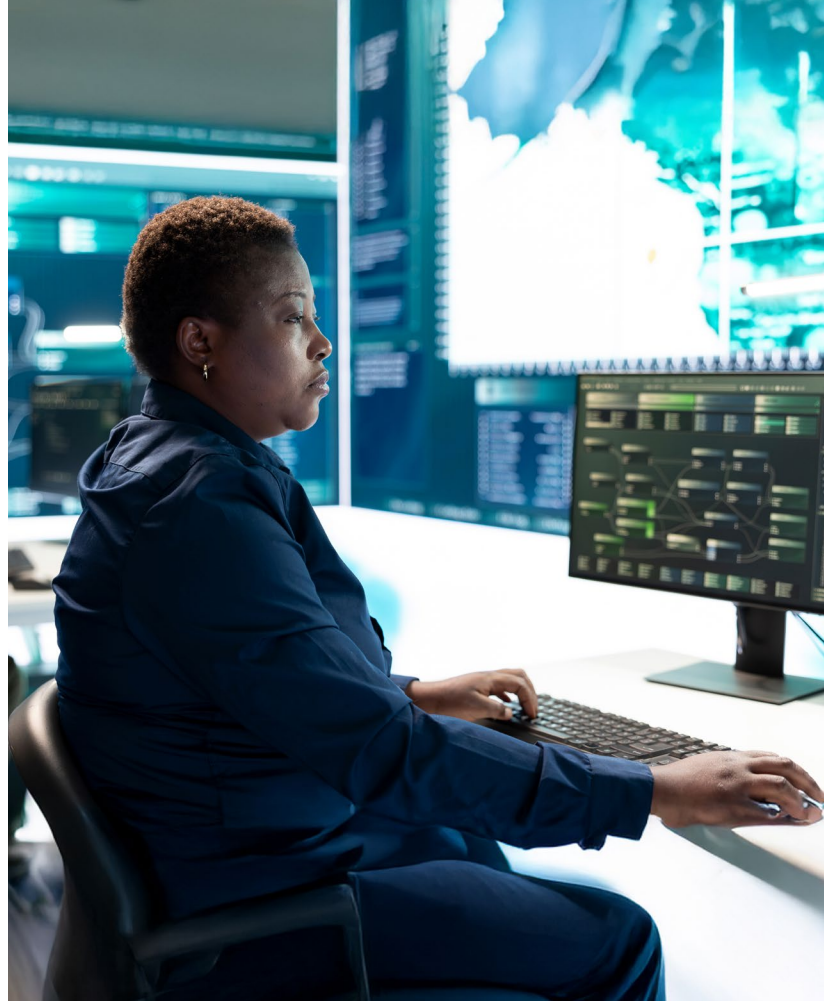
The power of partnership

Kyndryl drew on deep AWS skills and proven experience to deliver a GenAI solution that ensures digital sovereignty for this government agency. Data is encrypted both at rest and in transit, remains within the agency's chosen AWS region, and is protected by enterprise-grade, role-based security.

What progress looks like

The Kyndryl GenAI assistant has transformed the speed and efficiency of knowledge sharing: employees gain insight faster — without needing to spend hours searching through files. The automation of common tasks saves further time and effort.

- Centralized knowledge enhances cross-departmental collaboration
- Rapid surfacing of accurate information drives faster and better decision-making
- Explainable AI provides full traceability
- Digital sovereignty, data encryption and security are assured on AWS components
- Scalable Amazon Bedrock framework supports ongoing expansion to new use cases



What's your next digital business challenge?

Let's tackle it together. →



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