

How ThoughtSol Enabled Clause-Accurate AI Search for a **National Telecom Authority**



CUSTOMER SUCCESS STORY

ABOUT THE CLIENT:

The client is a national telecom regulatory body serving **5000+** internal users, managing **1000+** annual tenders, and overseeing nationwide telecom infrastructure compliance across diverse legal and policy frameworks.



INDUSTRY:
GOVERNMENT

BUSINESS CHALLENGES



Manual reading of lengthy tender and legal documents caused **major delays.**

01



Frequent regulatory updates increased the risk of **misinterpretation and non-compliance.**

02



No centralized system existed for **quick, accurate information retrieval.**

03



Constant re-learning was required due to **recurring changes in laws and guidelines.**

04



Scanned, dual-language PDFs made information extraction **difficult and expert-dependent.**

05

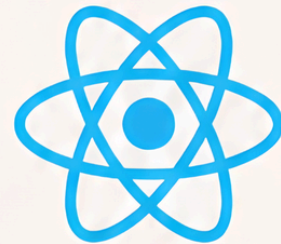
TECHNOLOGIES USED

01



Azure Cosmos DB

02



React.js

03

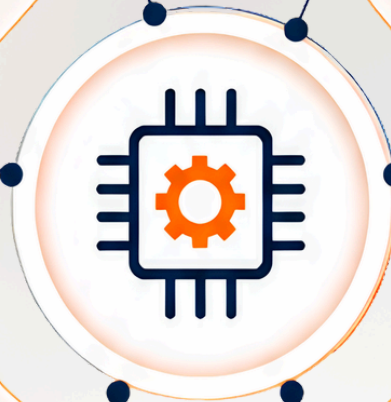


Python Software
Foundation

04



LangChain



SOLUTIONS OFFERED:



Built an NLP-based RAG system

for clause-accurate, citation-backed answers.

01



Added semantic search and preprocessing

for complex, dual-language scanned PDFs.

02



Enabled document-level selection

for focused, relevant querying.

03



Implemented secure role-based access

for controlled document usage.

04



Deployed on Azure with

integrated monitoring and logging.

05

BUSINESS IMPACT:



Document interpretation time
reduced from hours/days to seconds.

01



Users received accurate, clause-verified answers
with direct links to source documents.

02



Significant improvement in productivity
and decision-making speed.

03



Reduced dependency on legal experts
for routine clarification.

04



Increased compliance confidence
due to grounded, citation-based responses.

05



Scalable architecture
enabling future expansion across more
documents and departments.

06