CASE STUDY

University builds a future ready AI assistant ecosystem

that transforms learning and administration

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About The University

The university is recognized as one of Australia's best universities, located in the heart of Sydney.

It evolved from a college into a leading university, focusing on practical skills and industry connections to prepare students for real-world challenges, and has consistently ranked among the top 100 universities globally.

The Challenge

The university had been experimenting with AI assistants since 2017 to improve access to learning materials, administrative services and academic support.

As demand increased, the limitations of the original approach became structural rather than technical. Each assistant required its own deployment and be spoke configuration.
Secure data segmentation across faculties and subjects was difficult to enforce. Prototyping new assistants could take months.
Most importantly, the model could not support decentralised innovation without introducing governance and privacy risk.

With more than 40,000 students and a highly distributed academic and operational structure, They needed a fundamentally different model. The university's ambition was clear. AI needed to become a shared institutional capability, not a series of disconnected tools.

Just as importantly, **the university** wanted to enable staff to safely build and publish assistants themselves, without relying on central IT for every new use case.

Our Solution

Agile Insights worked with **the university** to design and deliver a single, enterprise grade platform that supports many AI assistants within one operating model. Rather than treating each assistant as a separate application, We introduced a shared platform layer that standardises how assistants are created, governed, secured and operated. This approach allows them to scale AI usage across faculties and business units while maintaining a single control framework for access, content and approval.

Supporting three core user groups across the university community:

- **Students**
- **Professional and academic staff**
- **Content owners and assistant builders**

Staff can create and manage assistants through guided, no code workflows.
Each assistant is scoped to approved content and delivers responses with citations back to trusted sources, ensuring transparency and confidence in the answers provided.

The Impact

Reporting

- Before

Fragmented AI deployments created inconsistent data and unreliable reporting.

- After

One unified AI platform delivers consistent, securely governed reporting across the university.

Decision making

- Before

Slow prototyping and reliance on central IT limited planning and innovation.

- After

A shared AI foundation lets teams safely build their own assistants, enabling faster, more confident decisions

Emergency response

- Before

Structural limitations and governance risks slowed the university's ability to respond to new needs.

- After

Centralised, trusted AI infrastructure enables rapid, low-risk deployment of new assistants.

Delivery

- Before

Each assistant required bespoke setup, creating bottlenecks in a large, distributed institution.

- After

A unified environment replaces fragmented systems, allowing staff to deliver AI solutions independently and at scale.

Why It Worked

Agile Insights and the university a structured, multi-month program focused on:

- Embedding governance, privacy and ethical controls directly into the platform architecture
- Designing a scalable operating model that decentralised assistant creation while maintaining central oversight
- Iterative engineering to improve ingestion, retrieval accuracy, response quality and performance
- Ensuring accessibility and compliance through close collaboration with university specialists
- Building internal capability so faculties and business units could create assistants without relying on central IT

> Agile Insights came highly recommended by Microsoft and were already aligned with the technology stack we were using, so their involvement was a natural fit for us.

Conclusion

The work has enabled the university to move from isolated AI pilots to a governed, enterprise-wide capability that supports learning, administration and operational excellence.

The university now delivers AI-powered support in minutes rather than months, with strong adoption driven by performance, accessibility and trust. Teams can respond faster to student and staff needs, navigate complex information more easily, and innovate without introducing new risk.

The platform provides a sustainable foundation for future AI expansion across teaching, research and administration, giving them the confidence to scale AI responsibly and at pace.

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