

Enterprise-grade AI agents, deployed on demand without taking up engineers' time

The Outcome

Dorsch Global, the leading consulting and engineering group for sustainable infrastructure, needed AI agents that could work with sensitive, complex documentation while respecting strict data controls and EU AI Act requirements. Presidio built an enterprise-grade RAG agent platform on AWS that any brand admin can use to spin up a new, fully governed agent without involving a specialist engineer.

How They Got There

Presidio designed a tagging and pathing system for documents across the Dorsch organisation, then built the tooling for admins to create RAG agents for specific user groups with defined knowledge bases. An admin interface at each brand allows self-service agent creation, with permissions and security fully automated. The custom architecture on AWS Bedrock, OpenSearch, and S3 gives Dorsch complete data control that even leading enterprise platforms cannot always match.

Why It Worked

Off-the-shelf LLM platforms couldn't satisfy Dorsch's GDPR and EU AI Act compliance requirements or provide the data isolation needed across a complex multi-brand group. Presidio's custom approach delivered enterprise-grade agents at a fraction of the cost of major platforms. As Head of Digital Solutions George Walker put it: "Presidio cut through all the AI hype and delivered exactly what we needed."

The Situation

Dorsch Global's companies live and die on their ability to search, interpret, and act on extensive, complex technical documentation. The promise of large language models and retrieval-augmented generation was clear - but third-party hosted LLMs couldn't satisfy Dorsch's stringent data control requirements or comply with GDPR and the EU AI Act. Their existing chat interface required documents to be uploaded per prompt, not drawn from a defined knowledge base.

The Approach

Presidio started by designing a tagging and pathing system that structures documents and data across the Dorsch group to support precise, permission-aware retrieval. Presidio built the tooling to create RAG agents scoped to specific user groups and knowledge bases - deployed on AWS using Amplify, Lambda, Bedrock, S3, and OpenSearch. The admin interface allows brand-level system admins to create and deploy new agents on demand, with permissions and security completely automated. Agents default to a low temperature, returning only answers they can verify from their defined knowledge base, with citations to source documents.

The Result

Dorsch Global's brands and teams now have access to RAG agents tailored to their specific knowledge base. Agents in HR and finance can handle sensitive data safely, knowing it will not be surfaced to unauthorised users. When Dorsch makes an acquisition or restructures a team, a new agent can be stood up immediately without engineering support.

"The beauty of working with Presidio was their ability to cut through all the AI hype and deliver advanced, enterprise-grade RAG agents at a fraction of what the big platforms would have cost us." — George Walker, Head of Digital Solutions, RSBG UK

On demand

New RAG agents created by admins - no specialist engineers required

Zero risk

Cross-brand data exposure - automated permissions and data isolation

Low temp

Agents default to verified knowledge bases only - anti-hallucination by design