

RSBG UK and Dorsch Global

HOW PRESIDIO EMPOWERED RSBG UK AND DORSCH GLOBAL WITH THE ABILITY TO CREATE ENTERPRISE-READY AI RAG AGENTS QUICKLY AND ON DEMAND.

The Customer

Dorsch Global is the leading consulting and engineering group providing sustainable infrastructure solutions. RSBG UK is the group's UK division.

The Relationship

RSBG UK was asked to take the lead for Dorsch Global in building a system that enables group brands and departments to easily create enterprise-grade retrieval-augmented generation (RAG) chat agents. RSBG UK asked Presidio to drive forward this project.

The Challenge

Dorsch Global is the leading consulting and engineering group for sustainable infrastructure. The group's companies provide specialised knowledge and expertise, and for that, they rely on the ability to search and interpret extensive, complex documentation. The increasing capabilities of large language model (LLM) and retrieval augmented generation (RAG) technologies offered the prospect of improved productivity around these tasks. However, the limitations of third party-hosted LLMs meant that Dorsch could not fully leverage the technology while maintaining security policies and complying with relevant regulations, such as the GDPR and the EU AI Act.

Dorsch Global's existing chat interface did not access documents using the RAG principle and instead could only use documents uploaded as part of a prompt. This system was less effective and suited to fewer use cases than one with access to a full range of documents and data. The ideal solution was to create separate chat agents for individual brands and teams, each with access to a knowledge base of data and documentation aligned with relevant team members' access and permissions. However, with frequent changes in business needs requiring corresponding changes to the agents in use, it would be uneconomical if engineers were needed to create each one. Therefore, Dorsch Global needed tooling and functionality allowing admins to create appropriately configured agents on demand. RSBG UK, Dorsch's UK division, was asked to take the lead and RSBG UK engaged Presidio to accelerate the project.

Business Challenges

- ⦿ Complex and frequently changing business needs
- ⦿ Stringent data control requirements
- ⦿ Very high agent performance demands

Services Used

- ⦿ Amplify
- ⦿ Lambda
- ⦿ Bedrock
- ⦿ S3
- ⦿ Opensearch

Outcomes

- ⦿ Enterprise-ready RAG agents
- ⦿ Rock-solid data security and control
- ⦿ Powerful anti-hallucination measures

“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. For a company with our complex requirements, that custom approach delivered exactly what we needed.”

George Walker,
Head of Digital Solutions, RSBG UK



The Solution

The Presidio team began by carefully designing a tagging and pathing system for documents and data within the Dorsch organisation. The team then designed and deployed the tooling and functionality needed to create RAG agents for specific user groups and with a defined knowledge base. Finally, Presidio created an interface that allows system admins at each brand to quickly create and deploy new agents without requiring support from specialists.

This automated process means users can access only the agents their admin has assigned to them. Additionally, admins can only see the data sources related to their brand, meaning that while they can create agents and control access across their brand, there is no risk of data being shared inappropriately. Even some of the best-known enterprise systems cannot always guarantee this, but Presidio's custom architecture gives RSBG UK complete control over how data is used and shared within the organisation.

Results / Benefits

Users now benefit from enterprise-standard RAG agents which can draw from data specific to their brand within the Dorsch group, and even to their team. This means that agents can give more precise answers, based on documentation that, in some cases, only the user and immediate colleagues would have access to (e.g. in HR or finance). Further, teams working with sensitive information can safely share such data with an agent, knowing it will not then share data with anyone who should not have access.

Dorsch Global is a complex group, frequently making acquisitions and restructuring to accommodate this. Also, as is normal with consulting businesses, teams must periodically work in isolation from others to eliminate any potential conflict of interest when multiple clients are active in similar markets. To meet these rapidly changing requirements, system admins can now stand up new agents on demand, with the creation of permissions and security completely automated.

The agents created using the system at Dorsch Global default to a low 'temperature', meaning that they only use information they can verify using their own defined knowledge base. Additionally, these agents always provide references to actual documents. Users can be confident that information is correct and can validate it manually if they wish.



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