



CUSTOMER

Leading Public Sector
Transportation Agency

INDUSTRY

Public Sector Transportation

EMPLOYEES

1,000-2,000 Statewide

FISHBOWL PRODUCTS & SERVICES

Fishbowl GenAI Middleware for OCI

ORACLE PRODUCTS & SERVICES

Oracle Database 23ai

Oracle WebCenter Content

Oracle Digital Assistant (ODA)

Oracle Generative AI

STRATEGIC VALUE

Standardized HR and labor policy interpretation across departments, reducing organizational risk and variability in decision-making

Improved workforce productivity by enabling managers to self-serve complex policy questions in real time

Strengthened defensible governance posture through consistent, traceable guidance delivery

Preserved institutional knowledge and reduced dependency on subject matter experts

Scalable foundation for expanding GenAI across HR, procurement, and compliance workflows

TRANSFORMING LABOR POLICY NAVIGATION WITH GENAI: CUTTING MANAGER SEARCH TIME BY 60% AND STANDARDIZING HR GUIDANCE AT SCALE

A leading public sector transportation agency faced growing complexity in managing human resources policies and union labor agreements. Operational managers were burdened by manual review processes, delayed policy interpretation, and inconsistent responses to labor grievances leading to increased legal risk, low employee morale, and inefficient project execution.

To solve this, the agency launched a Generative AI (GenAI) Pilot-to-Production (P2P) initiative with the goal of empowering managers with an AI assistant that could instantly interpret labor policy content and provide real-time, accurate guidance, dramatically improving both decision-making and service delivery. This AI-powered assistant, built on Oracle Cloud Infrastructure (OCI), saves managers up to 60% of the time previously spent navigating policy documents and delivers accurate, real-time responses.

REAL ROI RESULTS

- 60% reduction in time managers spent locating and interpreting policy content
- 85% accuracy in AI-generated policy responses
- 60% reduction in policy misinterpretations
- 35% reduction in operational HR costs related to grievance handling and legal reviews
- Boosted manager productivity and improved trust in HR process.

BUSINESS PROBLEMS

The agency faced persistent challenges:

- Complex HR policies and union contracts that were difficult to interpret.
- Managers lacked fast, consistent mobile access to labor policy information.
- HR staff were inundated with ticket requests for policy clarifications.
- Staff lacked ability to determine latest release/ version of company policies.
- Policy misinterpretations led to legal exposure and employee dissatisfaction.

SOLUTIONS HIGHLIGHTS

Fishbowl Solutions, partnered with Oracle, deployed a Generative AI-Powered Policy Assistant on Oracle Cloud Infrastructure (OCI).

- Enabled managers to ask natural language questions about HR/ union policies.
- Delivered real-time, accurate guidance with consistent compliance interpretations, providing employees with a single source of truth.

TECHNICAL SOLUTION

- Delivered consistent, defensible answers aligned with agency policies and collective bargaining agreements.
- Platform integrated: Oracle Digital Assistant, Oracle WebCenter Content, Oracle Cloud Infrastructure and Fishbowl's GenAI Middleware.
- Retrieval-Augmented Generation (RAG) for precise answers.
- Secure deployment on OCI with scalability across departments.

FUTURE STATE

- Centralized Knowledge Hub: Leverage Fishbowl's ControlCenter to curate, organize, and publish verified HR and policy content across departments.
- Governance & Compliance: Utilize ControlCenter's built-in approval workflows, version control, and audit tracking to maintain accuracy and compliance.
- Continuous AI Improvement: Feed curated, validated content and user feedback back into the GenAI models to enhance precision and contextual understanding over time.
- Scalable Expansion: Establish a framework for future AI-enabled applications across other domains, including safety, procurement, and project compliance.

This approach extended the department's existing Oracle WebCenter investment - without replacing core infrastructure - while delivering measurable operational impact.