

## USE CASE

# Enhancing ERP Delivery with AI-Powered Meeting Intelligence

## Challenge

A large public-sector K-12 education organization undertaking a complex, multi-year ERP implementation faced persistent challenges in managing the volume, speed, and complexity of project communication.

With hundreds of stakeholders across functional and technical teams, the program relied heavily on meetings to define requirements, align on solutions, and drive decisions. However, the team lacked a consistent and reliable way to capture and operationalize those discussions.

Key challenges included:

- Critical requirements, decisions, and action items were frequently lost or misinterpreted due to inconsistent documentation.
- Teams spent excessive time on rework and follow-up meetings to clarify prior discussions.
- Project knowledge was fragmented across personal notes, emails, and recordings.
- Onboarding new team members and managing handoffs proved inefficient and time-consuming.
- Scheduling constraints made it difficult to ensure all stakeholders could attend key discussions.

As the ERP program accelerated, these inefficiencies introduced growing risks to delivery timelines, quality, and team productivity, making a more scalable, reliable approach to knowledge capture urgent.

## Approach

New Resources Consulting (NRC) partnered with the client's program leadership, subject matter experts, and technical teams to design a structured, AI-enabled approach to capturing and operationalizing project knowledge.

The engagement focused on embedding meeting intelligence directly into existing project workflows rather than introducing new standalone tools.

Key elements of the approach included:

- Standardizing meeting recording and transcription across all project workstreams
- Linking meeting outputs (summaries, transcripts, recordings) directly to project artifacts within Azure DevOps (e.g., requirements, process flows, RAID items)
- Embedding traceability by connecting decisions and designs back to supporting working sessions
- Establishing clear expectations for asynchronous collaboration, enabling absent stakeholders to review outcomes without additional meetings
- Leveraging existing collaboration platforms to minimize change friction and accelerate adoption

This approach ensured that every meeting became a structured, searchable, and reusable project asset, rather than a one-time conversation.



# Solution

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To enable this transformation, the client deployed AI-powered meeting capabilities through their existing Google Workspace environment, utilizing Gemini Enterprise.

The solution was designed to integrate seamlessly into existing workflows while automating manual and inconsistent processes.

Core solution components included:

- **Automated Meeting Capture:** Meetings were recorded with transcription and AI-generated summaries, either automatically or manually initiated based on session type.
- **Centralized Knowledge Access:** Each meeting produced a single, shareable link containing the recording, transcript, and summary.
- **System Integration:** Meeting outputs were embedded directly into Azure DevOps objects, including requirements, development tasks, process flows, and RAID logs.
- **Design Traceability:** Functional and technical design documents included direct references to supporting discussions and decision-making sessions.
- **Asynchronous Enablement:** Stakeholders unable to attend meetings could quickly review summaries and recordings, reducing dependency on live attendance.
- **Decision Support:** Teams could reference prior discussions to validate requirements, design rationale, and implementation decisions.

By embedding AI-generated meeting intelligence into core project systems, the solution created a scalable and auditable knowledge framework across the ERP program.

## Results

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The solution delivered measurable improvements in efficiency, collaboration, and project execution:

- **Documentation Efficiency:** Reduced manual effort required to document requirements, processes, and decisions by approximately 25–35%
- **Meeting Reduction:** Decreased follow-up meetings by about 20%, particularly for knowledge transfer and clarification
- **Faster Knowledge Transfer:** Cut functional-to-technical handoff time by 50% through pre-session access to recorded design discussions
- **Accelerated Approvals:** Improved design approval timelines by 30%, with stakeholders able to review summaries and recordings asynchronously
- **Improved Quality:** Enhanced accuracy of requirements and designs, reducing rework and misinterpretation
- **Increased Productivity:** Freed up team capacity by reducing time spent in redundant meetings and manual documentation

This engagement demonstrates that ERP implementation projects can be executed more efficiently when AI-powered meeting recordings and automated note-taking are embedded into daily workflows. By capturing and structuring project knowledge in real time, organizations can significantly improve resource productivity, reduce rework, and accelerate decision-making. While the impact in this case was realized within a large-scale ERP program, the approach is broadly applicable, enabling organizations of any size to enhance collaboration, streamline operations, and drive efficiency across both project-based initiatives and day-to-day business activities.

Organizations running large ERP or transformation programs can use this same approach with NRC to turn everyday meetings into a reliable, searchable knowledge asset that improves delivery speed and quality.

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