

GrowthPilot – Team GenBridge

Report - SustAInability



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Elevator Pitch for Bechtle: GrowthPilot – bridging generational knowledge gaps with interactive AI

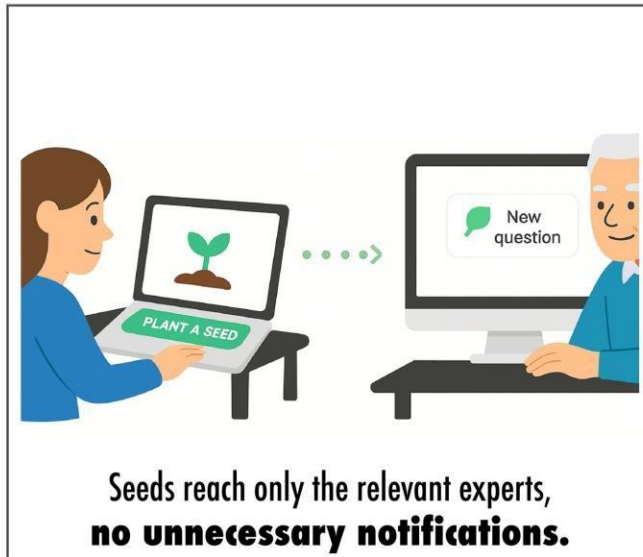
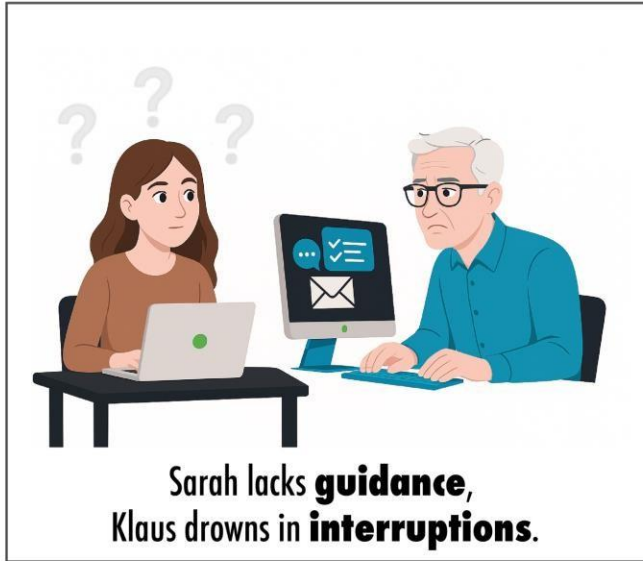
GrowthPilot brings Bechtle's long-built knowledge pool to life. Imagine a virtual garden in which every insight becomes a seed that grows. New colleagues find their way faster and more efficiently using Chatbots, while experienced employees can share what they know with minimal effort. This helps the company preserve decades of expertise as generations change and new teams join.



A practical, low-friction way to secure and transfer the company's collective expertise. Teams can function efficiently with less interruptions and dependence on single individuals. Clear, structured onboarding reduce misunderstandings, improve quality of work, and make contributions transparently visible, while promoting more efficient recording of collective knowledge.



From the idea to the big picture – your vision as a convincing visualization





The challenges – and what makes our solution unique

Challenge

- Meet Klaus, a senior employee with decades of expertise, and Sarah, a team member eager to learn, yet Klaus lacks time for answering while Sarah hesitates to approach him. Repeated questions bleed productivity as confidential knowledge remains locked in Klaus' mind. This paradox reveals a core tension: Klaus' wisdom is invaluable, yet the organizational structure prevents Sarah from reaching it.
- Our challenge is a digital-ethical issue because it questions whether AI should replace core human responsibilities like mentoring, judgement, and relationship building in knowledge transfer. It highlights the ethical risks of losing human accountability, trust, and genuine interaction when AI becomes the main mediator between employees.
- As Bechtle continues to grow with its 16,000 employees spread over 100 locations, efficient onboarding and structured knowledge will become even more important. If tacit knowledge does not find a common form, the company will lose valuable know-how.



Our solution

- GrowthPilot is an AI-supported knowledge forest that blends a fast chatbot with a gamified seed-and-tree interface, turning everyday questions into a visual map of who knows what across teams and generations. It connects formal documents with lived experience so onboarding, problem-solving, and collaboration all tap into the same evolving knowledge landscape.
- Our solution stands out because unanswered questions do not vanish into chat logs but become visible “plants” that experts nurture, rewarded through transparent credits and light-touch quotas. Over time, AI summarization and governance transform this garden into a curated, department-specific memory that captures tacit insider know-how instead of just replicating existing wikis.
- Societally, GrowthPilot illustrates a way of using AI to amplify human expertise and fair participation rather than automate people away. By making insider knowledge accessible, traceable, and co-owned, it supports more inclusive workplaces, smoother learning curves, and more resilient organizations that others beyond Bechtle can emulate.



- The average employee spends around 20–30% of their workweek searching for information (McKinsey, 2012), an estimated 80–90% of organizational knowledge is embedded in tacit form (Mohajan, 2016), and in Germany alone about 12.9 million economically active people, almost 30% of the workforce, will cross the statutory retirement age by 2036 (Statistisches Bundesamt, 2022), illustrating the urgency of capturing and sharing expertise systematically.
- GrowthPilot builds on knowledge management methods such as the SECI model (tacit–explicit knowledge conversion model), internal AI Q&A systems, and cross-generational mentoring, but expands them by (1) making tacit contributions visible through the garden metaphor, (2) adding AI-driven summarization and lifecycle upkeep, and (3) embedding light governance and incentives so that knowledge sharing becomes a sustained, organization-wide practice rather than a one-off project.
- GrowthPilot ensures long-term knowledge quality through a human-in-the-loop governance model. Answers evolve from draft to validated knowledge through peer review and domain-owner confirmation before entering the Public Garden.
- AI supports, but does not decide: it detects duplicates, highlights inconsistencies, links related content, and summarizes validated knowledge, while final approval remains with experienced employees.
- Knowledge lifecycle management prevents decay: Public Garden entries receive automated review reminders (e.g. every 3–6 months), visible ownership, and update signals triggered by low usage or process changes.
- Quality is reinforced through incentives: only validated and up-to-date contributions generate credits, ensuring that rewards are tied to reliability rather than volume.



Data Privacy:

- **European AI act (2024) alignment**

Governance and logging features support cooperation with national authorities in case of serious incidents and enable transparent oversight of high-risk AI scenarios, in line with the Act's enforcement framework.

- **General Data Protection Regulation (2018) alignment**

All processing of Bechtle internal and confidential information follows the GDPR's seven principles (lawfulness, fairness and transparency, purpose limitation, data minimization, processing accuracy, storage limitations, integrity, confidentiality, accountability).

Proofing and Review of AI Import:

- **Operates on a Human in the Loop review basis:** AI imported knowledge is reviewed and approved by subject matter experts
- **Quality and Bias Checks:** AI imports are regularly sampled against clear criteria (accuracy, up-to-dateness, bias, and tone)
- **Audit trail:** contributions are logged with time stamps, reviews, and model/source of the LLM version used

Fair Accessibility:

- **Visual & Technical Access:** high-contrast colors, scalable fonts, clear icons, alt-text, and full keyboard/screen-reader support so everyone can navigate the garden on any device
- **Clear and flexible content:** short, simple, well-structured answers (headings, bullets) and different formats like step-by-step texts or diagrams to fit diverse language and cognitive needs.
- **Transparent and traceable AI usage:** labels AI answers, shows key sources, allows corrections, and offers an easy path to a human response to avoid hidden bias or over-automation.
- **Inclusive rollout and training:** gives all locations and roles equal access, monitors which groups use the tool, and train frequent contributors in inclusive, accessible writing and content creation.



1. Question section: User can plant a „seed“

Your Question

Who actually approves the budget at Client X?

Select Department (Seed Type)

Creativity Tech Coding Management Design

Plant Seed

2. AI-suggestions based on company knowledge

AI Copilot

Based on the documents of the company

Based on the company documents and internal knowledge base, here are some insights that can help answer your question. This response has been generated from analyzing past discussions, best practices, and organizational documentation related to "test". Remember, AI provides initial guidance but human expertise is needed to grow the knowledge tree!

Here are some trees you can refer to

Best practices for remote team management? Management · Level 8/10 · 8 answers

How to run effective 1-on-1 meetings? Management · Level 4/10 · 4 answers

How to handle difficult conversations? Management · Level 3/10 · 3 answers

3. Answering section: Expert can let tree grow

Who actually approves the budget at Client X?

0 answers Management

Growth 0/10

Add Answer

Existing Answers

AI Copilot (AI - no growth)

Based on the company documents and internal knowledge base, here are some insights that can help answer your question. This response has been generated from analyzing past discussions, best practices, and organizational documentation related to "Who actually approves the budget at Client X?". Remember, AI provides initial guidance but human expertise is needed to grow the knowledge tree!

Your Answer

Share your knowledge and help the tree grow...

Submit Answer & Grow Tree

Your answer will add +1 growth to this tree

4. Knowledge overview (map - clustered)



Delivery formats

- ✓ **Central Web-App:**
Visualizes entire structured company knowledge. Secure personal login enables access to the pool and tracks individual progress/contributions
- ✓ **CoPilot Extension:**
Integrates collective intelligence into the work environment and provides immediate assistance

Key challenges

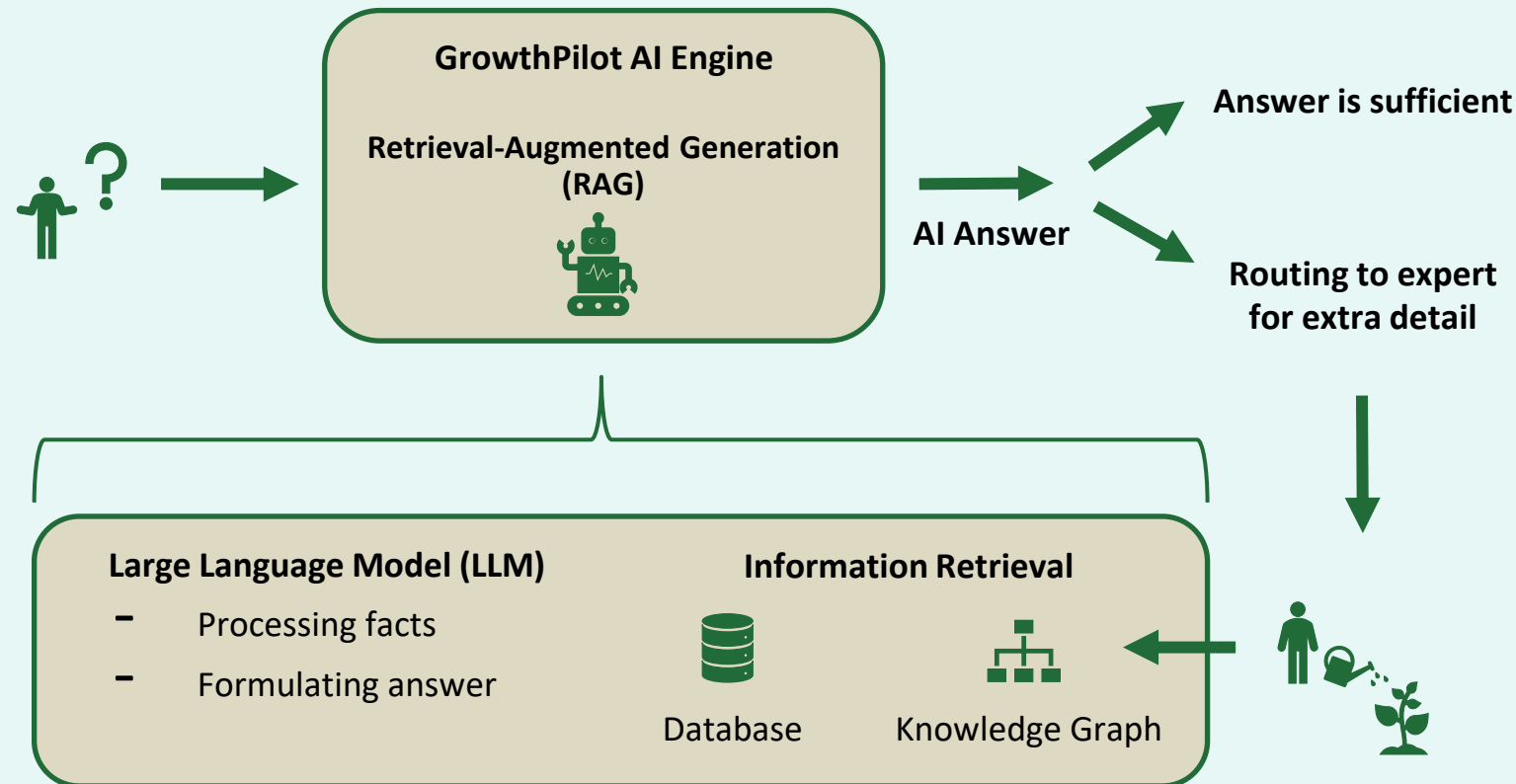
- ✓ Data Accuracy & Security of AI answers
- ✓ Consistent participation through appealing gamified app and recognition of visible expertise

Implementation steps

- ✓ **Phase 1:**
Infrastructure setup (Vector Database & Knowledge graph)
Training of baseline model on internal documents
- ✓ **Phase 2:**
Frontend Development (Web & Extension)
Beta-testing with a pilot group
- ✓ **Phase 3:**
Company-wide rollout and activation feedback loop mechanism



How our solution works – Technical Deep Dive



AI-Integration

- ✓ **Retrieval-Augmented Generation (RAG):**
System retrieves relevant information from the internal database and uses the LLM only to formulate a natural response.
- ✓ **Intelligent Routing:**
A dynamic confidence scoring system evaluates the AI-answers quality. If the score is low, the system automatically routes the question to a specific experts personal garden.
- ✓ **Continuous Learning:**
Answers of the experts are captured and immediately fed into the model, which leads to an increasing quality of the AI-answers.

Company Data & Infrastructure

- ✓ **Data Sources:**
Solution integrates seamlessly with existing unstructured data. (pdf, wikis, sharepoint)
- ✓ **Knowledge graph:**
Mapping of semantic relationships between topics, documents and experts.
- ✓ **Data Privacy & Security:**
Sensitive data converted into vector embeddings and stored locally.
No training of public models with internal data to ensure compliance and Intellectual Property.



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