

AI assistant experiment for Essi intranet

Summary

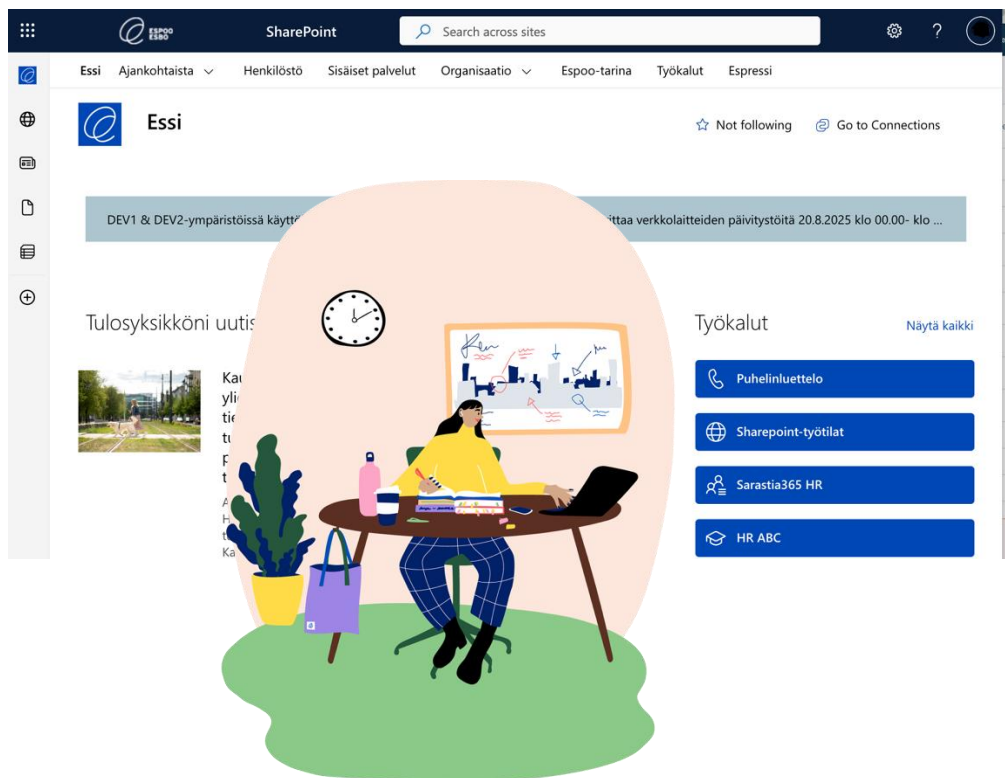
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AI assistant experiment for Essi intranet

We are testing a tailored AI assistant in the **Essi intranet** test environment. The goal is to facilitate information retrieval, produce clear instructions in plain language, and create high-quality content drafts.

Background and need

City employees need information and guidance on the intranet to work. Finding information on Essi can be slow and difficult.



12,000

Due to our large number of employees (2025), the time spent on finding information sums up to be significant.

Essi searches per year (2023)

212,000

Implementation

8/2025–1/2026 in cooperation with Twoday.

Trial owner: Johanna Pajakoski, Communications. The trial includes HR, Financial Services, and the Espoo Programme and Project Office.

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Objectives

- Prepares the organisation to make use of generative AI solutions (Gen AI)
- Find out if AI improves the efficiency of work and discoverability
- Explore the differences in results and costs of the different options

Use cases

- Ability of the AI to create clear instructions by combining information from many different sources
- Using AI to help with various drafts, such as plans, messages and other content

Users get to try and compare three different tools:

- 1 Essi search function (currently in use)
- 2 Microsoft Copilot
(generative AI assistant)
Under existing licences
- 3 Custom GPT-based AI assistant
(custom-made for the test environment trial)



Espoo's priority areas for promoting digitalisation, which are being implemented through Digital Agenda

