

Q3 Technologies Builds Generative AI Virtual Assistant for Smart Search and Summarization

New Gen AI-powered assistant applies Retrieval-Augmented Generation to help Account Managers and Project Managers retrieve and summarize project documentation in seconds, cutting manual search time for a managed IT services provider operating across

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Melbourne, Australia Aug 31, 2026 ([IssueWire.com](https://www.IssueWire.com)) - New Gen AI-powered assistant applies Retrieval-Augmented Generation to help Account Managers and Project Managers retrieve and summarize project documentation in seconds, cutting manual search time for a managed IT services

provider operating across six countries.

Q3 Technologies, a global enterprise IT and artificial intelligence services provider, has built a generative AI virtual assistant that gives Account Managers and Project Managers instant, natural-language access to project documentation for a managed IT services provider with offices across the USA, India, UK, Canada, Australia and UAE.

The Problem: A Growing Document Backlog Slowing Decisions

The client managed a growing volume of contracts, reports and project files across a disorganized repository. Locating a specific document meant manual searching that delayed client responses and, over time, introduced inconsistencies in the data teams were working from. The client asked Q3 Technologies to automate retrieval rather than continue adding headcount to a manual process.

The Solution: A RAG-Powered Smart Search Bot

Q3 Technologies' delivery team built a Smart Search Bot using Retrieval-Augmented Generation, allowing users to type a question in plain language and receive a sourced, accurate answer pulled directly from the client's document repository rather than a list of file names to search through manually. The assistant retrieves contracts and reports in seconds and generates concise, AI-written summaries of longer documents, so Account Managers and Project Managers no longer need to read full files to find the details they need. The system was engineered to integrate with the client's existing document infrastructure without a platform overhaul, and to scale as document volume grows. Full technical detail on the engagement is documented in Q3 Technologies' published case study.

"A year ago, the conversation was about whether an AI use case could work. Today, businesses are asking the harder questions: What happens after it works? Who owns the model when it drifts? And what happens when AI gets it wrong in front of a customer? That shift marks a fundamental move from AI experimentation to AI accountability." said Anuj Mathur, Chief Executive Officer at Q3 Technologies.

A Pattern Across Q3 Technologies' Generative AI Engagements

The smart-search deployment is one of several production generative AI systems Q3 Technologies has built for enterprise clients over the past year. At an Australian EdTech institution, the company built a multimodal AI assistant that now handles high-volume student queries across text and voice for thousands of concurrent users. For a TV home shopping and retail platform, Q3 Technologies built a generative AI-powered content management and publishing system. None of these three systems started as a demo. Each was scoped from the outset as a system meant to stay in production, which Q3 Technologies said is now the baseline expectation from enterprise buyers evaluating a generative AI development partner.

"The part that gets skipped in a lot of generative AI projects is evaluation," said Nandita Mathur, Chief Strategy Officer and Head of Engineering at Q3 Technologies. "Grounding a model in a company's own data is not the hard part anymore. Proving it stays accurate, and knowing when it does not, is where the engineering actually happens."

Engineering Standard Behind the Deployments

Q3 Technologies structures its [generative AI](#) engagements around an eight-phase delivery framework

running from use-case discovery through architecture, fine-tuning, integration, governance and ongoing monitoring once a system is live. Its fine-tuning practice applies to parameter-efficient techniques including LoRA and QLoRA, which the company said has delivered domain accuracy improvements of 15 to 35% over general-purpose model baselines in production engagements.

About Q3 Technologies

Founded 25+ years ago, Q3 Technologies is a global managed IT services and AI solutions company. It holds CMMI Level 3 and ISO 27001 certifications and works across managed IT services, cybersecurity, cloud infrastructure, custom software development and AI, including generative and agentic AI development. Clients span banking and finance, healthcare, retail, manufacturing, education and travel and hospitality, served from offices in India, the United States, the United Kingdom, the United Arab Emirates and Australia.

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