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AI by design

SAIE PANTERA · Q3 2026

WHITE PAPER



SAIE · DOCUMENTS · KNOWLEDGE · AI ASSISTANTS

TWIN:DESK

An everyday work environment for documents, knowledge and AI assistants

TWIN:DESK is a browser-based application that turns an ordinary chat into a full-fledged AI work environment for employees, teams and entire organizations - with institutional memory, data control and integration with administrative processes

This paper outlines the philosophy and architecture of TWIN:DESK: the four pillars of the solution, platform modules, the specialized assistant mechanism, working with company knowledge (RAG), integration with the organization's systems and deployment options. It is intended for senior management, team leaders and IT departments of organizations adopting AI

01

AI interaction

Chat as an intelligent entry point to the user's conversations

02

Institutional knowledge

Documents, knowledge bases and case law as working material (RAG)

03

Operational activities

Notes, tasks, automations, reports and calendar

04

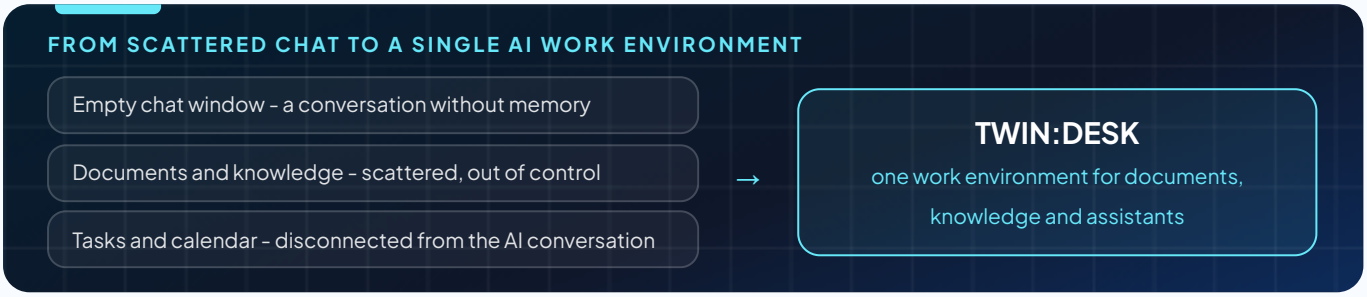
Oversight

RBAC, audits, data classification, control of integrations and models

THE PROBLEM: A CHATBOT IS NOT A WORK ENVIRONMENT

A single chat window with a language model solves a single question, but not everyday work. In practice, organizations run into three recurring limitations. The first is **no institutional memory**: every conversation starts from scratch, and knowledge gained by one employee never reaches the team. The second is **difficulty controlling data**: it is unclear which documents and content reach the model and which should remain confidential - from the standpoint of GDPR and legally protected secrets. The third is **weak integration with processes**: the chat remains a separate tool, disconnected from the calendar, documents, tasks and the systems where work actually happens

The result is low adoption: employees go back to their old tools, and AI's potential is limited to ad hoc queries, with no impact on the quality and pace of everyday work with documents, knowledge and procedures



THE CORE OF THE PROBLEM

The value of AI in teamwork does not come from access to a model alone, but from embedding it in the organization's documents, knowledge and routines – with memory, context and access control

NO INSTITUTIONAL MEMORY

Knowledge bases (RAG) - answers backed by citations from uploaded files

WEAK INTEGRATION WITH PROCESSES

Integrations (MCP) - calendar, email, tasks and line-of-business systems

DIFFICULTY CONTROLLING DATA

Oversight - RBAC, data classification, confidentiality at upload

LOW ADOPTION

Progressive disclosure - an interface matched to the user's level

WHAT TWIN:DESK IS

TWIN:DESK is a browser-based application and an everyday workplace for people who work with documents, knowledge and AI - it provides a set of tools and data from integrated systems and is closely built into the user's daily plans and routines

The solution rests on four pillars: AI interaction, institutional knowledge, operational activities and oversight

MORE THAN A CHAT WINDOW

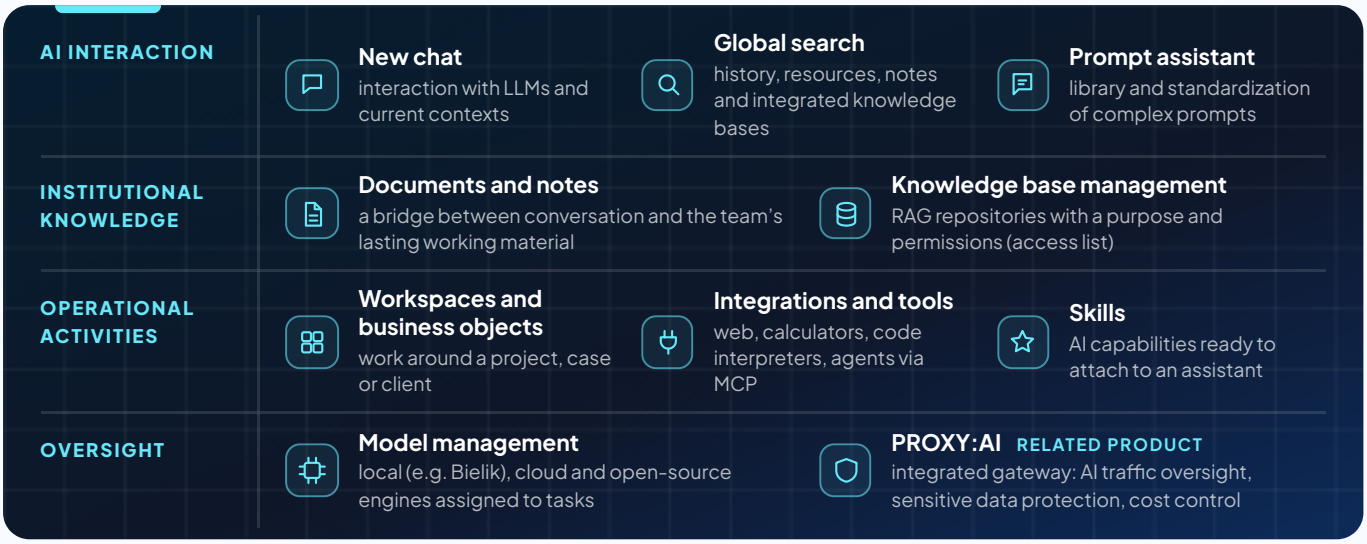
Instead of an empty text chat window, TWIN:DESK offers **AI engine management** (instant switching between LLMs depending on the task's needs and confidentiality requirements), **context control**, **multimodality** and **proactive suggestions** - AI proposes actions in advance: a summary of today's meetings, a daily plan pulling together data from the calendar, email and tasks, or a review of recent emails

INPUT PANEL – EIGHT ELEMENTS INSTEAD OF AN EMPTY CHAT WINDOW

01 **Attachments** attach files to the conversation	02 **Council** query several LLMs at once	03 **Daily routine** context tag for the work mode	04 **Agent choice** specialized assistants
05 **"Computer" mode** autonomous tasks in the system	06 **Voice commands** multimodal input	07 **Contextual suggestions** tasks, meetings, summaries	08 **Security status** workspace confidentiality check

PLATFORM MODULES

Nine platform modules, grouped into the solution's four pillars



SPECIALIZED ASSISTANTS INSTEAD OF A GENERIC CHATBOT

One of TWIN:DESK's greatest strengths is the ability to set up a rigorously trained analyst tailored to a specific department or case. Configuration covers personalization and access control (avatar, name, description, tags, base engine and governance - who on the team has access), an advanced system prompt (iron rules that minimize the risk of hallucinations: always search the files, internal files as the primary source of truth, no invented content), a communication and citation standard, and a processing scheme (assess the question, search, analyze, answer based on the files)

Each workspace can be equipped with knowledge bases, system tools, automation workflows (video analysis, invoice processing) and optional capabilities, including image generation and analysis, memory and chat history

WORKING WITH COMPANY KNOWLEDGE (RAG)

The system "understands" document metadata, versions, status and validity periods - AI tells public knowledge from confidential knowledge, and an archived document from the procedure in force. Answers are backed by citations of specific passages from uploaded files. The Knowledge Gap Register captures unanswered questions, and the integration module (MCP) routes conversations to processes that carry out real operations on connected applications and databases. Since the SAIE Pantera release, the search agent (Agentic RAG) judges for itself what is missing from the material it has gathered and asks again in the next round, while TWIN:INDEX searches long documents chapter by chapter

INNOVATIVE MECHANISMS

Progressive disclosure interface - a simple chat for beginners, a full terminal and automation for experts

Model Council - the same question goes to up to 5 AI engines at once; the system produces a single final answer

Confidentiality at upload - confidential files permanently blocked from conversations with open models

Meetings into tasks NEW - transcription with labelled speakers; agreed actions go straight into tasks

Twin:Coin - a virtual budgeting unit; hides token pricing and makes cost reporting easier

Custom query rules - enforcing a language, blocking topics, handing a case over to an operator

Verified calculations NEW - a decimal calculator computes the amounts, and every result has a calculation card

Translation on local models NEW - documents never leave your infrastructure

INTEGRATION WITH THE ORGANIZATION'S SYSTEMS

The TWIN:DESK integration layer acts as a learning layer: it handles document classification, data extraction, content summarization and work with the knowledge base in a RAG model, while communication with source systems is controlled through orchestration. In practice, this means integration with, among others, **EZD RP** and **EZD PUW** (electronic document management), **e-Doręczenia** (e-delivery), **ePUAP** and **Profil Zaufany** (e-government platform and trusted profile) and **KSeF 2.0** (National e-Invoicing System), as well as line-of-business systems from vendors such as Asseco, Comarch, Sygnity and Sputnik Software. Workflows remain embedded in security and accountability policies - the organization rolls out further scenarios step by step without losing control over data and the quality of results

DEPLOYMENT OPTIONS AND DATA SOVEREIGNTY

TWIN:DESK is fully ready for deployment in demanding environments. Secure access to models - in all three options - can be strengthened by integration with PROXY:AI, which oversees AI traffic, protects sensitive data and controls costs

SaaS

PROFILE
managed service, fastest launch

DATA LOCATION
provider's data center (Poland or EU)

TYPICAL USE
evaluations, organizations without in-house infrastructure

On-Premises

PROFILE
installed on the organization's own infrastructure

DATA LOCATION
the organization's server room

TYPICAL USE
regulated sectors, public administration

Air-Gap

PROFILE
environment cut off from the public network, local models only

DATA LOCATION
isolated infrastructure

TYPICAL USE
defense, critical infrastructure

×5	RAG	MCP	4	3
AI ENGINES IN THE MODEL COUNCIL	ANSWERS WITH SOURCE CITATIONS	OPEN INTEGRATION STANDARD	SOLUTION PILLARS	DEPLOYMENT OPTIONS

VENDOR CREDIBILITY

allclouds.pl implemented its own AI management system and obtained ISO/IEC 42001 certification - its scope covers the design and development of TWIN:DESK

ISO/IEC 42001

REFERENCE DEPLOYMENT

LW Bogdanka - TWIN:DESK in critical infrastructure, fully on-premises

SUMMARY

TWIN:DESK turns AI from an ad hoc tool into a permanent part of everyday work: with institutional memory, company knowledge as active working material and specialized assistants. Combined with PROXY:AI, the organization gets a complete value chain - an efficient work environment for employees and full control over data, costs and regulatory compliance for IT and security teams

TWIN:DESK

An everyday work environment for documents, knowledge and AI assistants - ready to deploy in any organization

Book a demo

Pilot in your infrastructure

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CERTIFICATION
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