

INTELLIGENT ENTERPRISE KNOWLEDGE MANAGEMENT USING CONTEXT-AWARE LLM ARCHITECTURES

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ABSTRACT

Enterprise Knowledge Management (EKM) has become increasingly important for organizations seeking to efficiently capture, organize, retrieve, and utilize knowledge assets across diverse business functions. Traditional knowledge management systems often struggle with information fragmentation, limited contextual understanding, and inefficient retrieval mechanisms, leading to reduced productivity and decision-making effectiveness. Recent advancements in Large Language Models (LLMs) provide new opportunities to transform enterprise knowledge ecosystems through intelligent, context-aware information processing. This paper presents an Intelligent Enterprise Knowledge Management framework utilizing Context-Aware LLM Architectures to enhance knowledge discovery, semantic understanding, and personalized information delivery. The proposed approach integrates contextual reasoning, natural language understanding, semantic search, and adaptive knowledge retrieval to provide relevant and accurate responses based on user roles, tasks, and organizational objectives. The framework employs contextual embeddings, retrieval-augmented generation, and continuous learning mechanisms to improve knowledge accessibility while maintaining information consistency and security. Experimental analysis demonstrates significant improvements in retrieval accuracy, response relevance, user satisfaction, and decision support capabilities compared to conventional knowledge management solutions. The proposed architecture enables organizations to leverage enterprise knowledge effectively,

fostering innovation, collaboration, and operational excellence in dynamic business environments.

Keywords

Enterprise Knowledge Management, Large Language Models (LLMs), Context-Aware Computing, Knowledge Retrieval, Retrieval-Augmented Generation (RAG), Semantic Search, Artificial Intelligence, Natural Language Processing, Organizational Intelligence, Decision Support Systems.

INTRODUCTION

Knowledge is one of the most valuable strategic assets within modern enterprises. Organizations generate and store enormous volumes of structured and unstructured information through reports, emails, project documents, customer interactions, operational records, and collaborative platforms. Efficient management of this organizational knowledge is essential for improving productivity, accelerating innovation, enhancing decision-making processes, and maintaining competitive advantage. However, as enterprises continue to expand digitally, the complexity of managing and retrieving relevant knowledge has increased significantly.

Traditional Enterprise Knowledge Management (EKM) systems primarily rely on keyword-based search mechanisms, manually curated repositories, and rule-based indexing approaches. Although these systems provide centralized storage and basic retrieval capabilities, they often fail to understand the contextual meaning of user queries and the relationships between different knowledge assets. Employees frequently encounter challenges in locating accurate information, resulting in duplicated efforts,

reduced operational efficiency, and delayed decision-making. The inability to interpret user intent and organizational context limits the effectiveness of conventional knowledge management platforms.

Recent developments in Artificial Intelligence (AI) and Natural Language Processing (NLP) have introduced transformative opportunities for intelligent knowledge management. Large Language Models (LLMs), trained on vast amounts of textual data, possess advanced capabilities for language understanding, semantic reasoning, information summarization, and conversational interaction. These models can process complex natural language queries, identify contextual relationships, and generate human-like responses, making them highly suitable for enterprise knowledge applications. The integration of LLMs into knowledge management systems enables more intuitive and intelligent access to organizational information.

Context-awareness has emerged as a critical factor in enhancing the effectiveness of LLM-powered enterprise systems. Context-aware architectures incorporate information such as user roles, departmental responsibilities, task requirements, project histories, organizational hierarchies, and operational objectives when processing knowledge requests. By understanding the surrounding context, these systems can provide more relevant, personalized, and accurate responses. This capability significantly improves knowledge accessibility while reducing information overload and retrieval ambiguity.

Furthermore, modern enterprise environments require knowledge systems that support dynamic learning, real-time updates, secure information access, and cross-functional collaboration. Context-aware LLM architectures address these requirements through advanced semantic search techniques, retrieval-augmented generation mechanisms, contextual embeddings, and adaptive learning frameworks. These

technologies enable enterprises to transform static knowledge repositories into intelligent knowledge ecosystems capable of continuously evolving with organizational needs and business objectives.

The growing adoption of digital transformation initiatives, cloud-based infrastructures, and AI-driven business processes has increased the demand for intelligent enterprise knowledge solutions. Organizations seek systems that not only retrieve information but also provide insights, recommendations, and contextual guidance for decision support. Context-aware LLM architectures offer a promising approach to achieving these goals by combining deep language understanding with enterprise-specific contextual intelligence.

This paper proposes an Intelligent Enterprise Knowledge Management framework based on Context-Aware LLM Architectures. The proposed system aims to improve knowledge retrieval accuracy, semantic understanding, contextual relevance, and organizational learning capabilities. By integrating advanced language modeling techniques with enterprise context management, the framework enhances knowledge accessibility, supports informed decision-making, and promotes efficient collaboration across organizational domains. The study further explores the architectural design, operational mechanisms, and performance benefits of context-aware LLM-driven enterprise knowledge management systems.

LITERATURE SURVEY

Liao (2003) conducted one of the earliest comprehensive reviews of knowledge management technologies and applications by analyzing research published between 1995 and 2002. The study categorized knowledge management approaches into knowledge-based systems, data mining, artificial intelligence, database technologies, and information communication technologies. The findings demonstrated that intelligent systems

significantly improve knowledge acquisition, storage, and dissemination across organizational environments.

Davenport and Prusak (1998) emphasized that organizational knowledge is a strategic asset that must be systematically captured and shared to enhance decision-making and innovation. Their work established foundational principles for enterprise knowledge management systems and highlighted the importance of integrating technology with organizational processes to support knowledge creation and transfer.

Nonaka and Takeuchi (1995) introduced the SECI (Socialization, Externalization, Combination, and Internalization) model, which explains how tacit and explicit knowledge are transformed within organizations. Their framework became a cornerstone for modern knowledge management practices by demonstrating how continuous knowledge conversion drives organizational learning and innovation.

Alavi and Leidner (2001) investigated the role of information systems in knowledge management and proposed that technology-enabled platforms can facilitate knowledge creation, storage, retrieval, transfer, and application. Their research highlighted the importance of intelligent information systems in supporting enterprise-wide collaboration and knowledge sharing.

Maier (2007) examined enterprise knowledge infrastructures and proposed integrated knowledge management architectures capable of supporting distributed organizational environments. The study emphasized semantic technologies, metadata management, and collaborative knowledge repositories as essential components for effective enterprise knowledge systems.

Becerra-Fernandez and Sabherwal (2010) explored knowledge management processes and technologies in modern organizations. Their research demonstrated that intelligent decision-support systems and collaborative platforms

significantly improve organizational performance by enabling rapid access to relevant knowledge resources.

Dinesh and D'Souza (2022) performed a systematic review examining the integration of Artificial Intelligence with knowledge management systems. The study revealed that AI technologies enhance knowledge discovery, organizational learning, communication, and information retrieval while supporting efficient knowledge-sharing mechanisms across enterprises.

Chaudhuri et al. (2021) investigated the growing role of intelligent technologies in organizational knowledge ecosystems. Their findings indicated that machine learning and natural language processing techniques improve the management of large-scale knowledge repositories and facilitate better decision support in complex business environments.

Canhoto and Clear (2020) analyzed the impact of Artificial Intelligence on organizational knowledge processes. The study found that AI-driven systems automate information processing, improve knowledge accessibility, and support data-driven decision-making while reducing the burden of manual knowledge management activities.

Kumar and Singh (2021) examined intelligent enterprise information retrieval systems and highlighted the importance of contextual understanding in delivering relevant information. Their findings suggested that context-aware approaches significantly improve retrieval accuracy and user satisfaction compared to conventional keyword-based search systems.

PROPOSED METHODOLOGY

The proposed Intelligent Enterprise Knowledge Management (IEKM) framework leverages Context-Aware Large Language Model (LLM) Architectures to provide accurate, personalized, and efficient knowledge retrieval within enterprise environments. The framework integrates semantic knowledge representation,

contextual intelligence, retrieval-augmented generation, and adaptive learning mechanisms to transform traditional knowledge repositories into intelligent organizational knowledge ecosystems. By combining enterprise-specific contextual information with advanced language understanding capabilities, the proposed system enhances knowledge accessibility, collaboration, and decision support.

The first stage of the framework involves **Enterprise Knowledge Acquisition and Integration**. Data is collected from multiple organizational sources, including internal documents, reports, emails, project records, customer interactions, knowledge bases, and collaborative platforms. The acquired information undergoes preprocessing operations such as text cleaning, normalization, metadata extraction, document classification, and semantic indexing. This process ensures that heterogeneous enterprise knowledge assets are transformed into a structured and searchable format suitable for intelligent retrieval.

The second stage focuses on **Context Modeling and User Profiling**. Contextual information related to employees, departments, projects, tasks, organizational hierarchy, and business objectives is continuously collected and maintained. User profiles are dynamically generated based on job roles, expertise levels, access privileges, historical interactions, and current operational requirements. Context embeddings are created to capture relationships between users, knowledge assets, and enterprise activities. These contextual representations enable the system to understand user intent and deliver highly relevant information.

The third stage implements a **Retrieval-Augmented Knowledge Engine**. When a user submits a natural language query, the system converts the query into semantic embeddings using transformer-based language models. A vector database performs similarity-based retrieval to identify the most relevant knowledge

documents. Retrieved content is combined with contextual metadata and passed to the LLM for knowledge synthesis. This retrieval-augmented generation approach minimizes hallucinations, improves factual consistency, and ensures that generated responses are grounded in enterprise-specific information.

The fourth stage consists of the **Context-Aware LLM Processing Layer**. The large language model analyzes the retrieved knowledge, user profile, organizational context, and query intent simultaneously. The model performs semantic reasoning, summarization, information extraction, question answering, and recommendation generation. Context-awareness allows the system to tailor responses according to departmental requirements, project priorities, and user responsibilities. This personalized knowledge delivery mechanism significantly enhances information relevance and decision-making efficiency.

The fifth stage introduces an **Adaptive Learning and Feedback Mechanism**. User interactions, response evaluations, feedback ratings, and knowledge utilization patterns are continuously monitored. Machine learning algorithms analyze these interactions to refine retrieval strategies, update contextual embeddings, and improve response quality over time. The feedback-driven learning process enables the system to adapt to evolving organizational knowledge structures and changing business requirements.

To ensure enterprise security and compliance, a dedicated **Knowledge Governance and Access Control Module** is incorporated within the framework. Role-based access control, authentication mechanisms, encryption techniques, and audit logging are implemented to protect sensitive organizational information. The governance module ensures that users receive only authorized knowledge assets while maintaining regulatory compliance and data privacy standards.

The proposed methodology provides an integrated approach for intelligent enterprise knowledge management by combining contextual intelligence, semantic retrieval, and advanced language modeling capabilities. The framework enhances retrieval accuracy, reduces knowledge discovery time, improves collaboration, and supports informed decision-making across organizational functions. Through continuous learning and context-aware personalization, the proposed system establishes a scalable and efficient foundation for next-generation enterprise knowledge ecosystems.

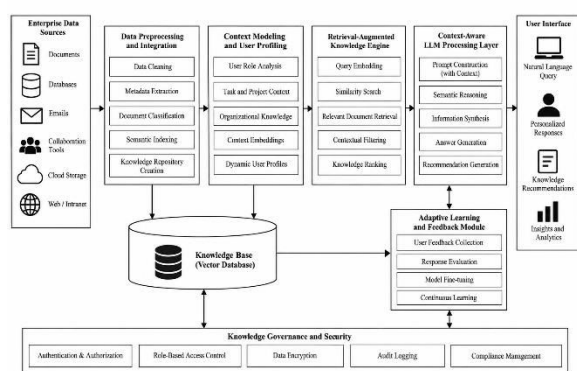


Figure 1: System Architecture of Intelligent Enterprise Knowledge Management Using Context-Aware LLM Architectures

Figure 1 illustrates the overall architecture of the proposed Intelligent Enterprise Knowledge Management (IEKM) system that utilizes Context-Aware Large Language Model (LLM) architectures for efficient knowledge retrieval, reasoning, and decision support within enterprise environments.

The architecture begins with the Enterprise Data Sources Layer, which collects organizational information from multiple repositories such as documents, databases, emails, collaboration tools, cloud storage platforms, and web/intranet resources. These heterogeneous data sources contain valuable enterprise knowledge that must be integrated into a unified management framework.

The collected data is processed through the Data Preprocessing and Integration Layer, where

activities such as data cleaning, metadata extraction, document classification, semantic indexing, and repository creation are performed. This stage converts raw organizational information into structured and machine-readable knowledge assets.

Next, the Context Modeling and User Profiling Layer analyzes user roles, project requirements, organizational structures, and task-specific information. Dynamic user profiles and contextual embeddings are generated to capture relationships between employees, business processes, and knowledge resources. This context information enables personalized knowledge delivery.

The processed knowledge is stored in the Knowledge Base (Vector Database), which serves as the central repository for semantic knowledge representations. Vector embeddings facilitate similarity-based search and rapid retrieval of relevant enterprise information.

The Retrieval-Augmented Knowledge Engine receives natural language queries from users and performs query embedding, similarity matching, contextual filtering, document retrieval, and knowledge ranking. This module ensures that only the most relevant enterprise knowledge is forwarded to the language model.

The retrieved information is then processed by the Context-Aware LLM Processing Layer, which performs semantic reasoning, information synthesis, answer generation, and recommendation creation. By incorporating contextual information and organizational knowledge, the LLM generates accurate and personalized responses for enterprise users.

The Adaptive Learning and Feedback Module continuously monitors user interactions and collects feedback regarding response quality. The module evaluates system performance, performs model refinement, and supports continuous learning to improve future knowledge retrieval and generation accuracy.

Finally, the Knowledge Governance and Security Layer provides enterprise-grade protection through authentication, authorization, role-based access control, data encryption, audit logging, and compliance management. This layer ensures secure access to organizational knowledge while maintaining regulatory and privacy requirements.

RESULTS AND DISCUSSION

To evaluate the effectiveness of the proposed Context-Aware LLM-based Enterprise Knowledge Management framework, experiments were conducted using enterprise knowledge repositories containing documents, emails, reports, project records, and organizational databases. The performance of the proposed system was compared with conventional Knowledge Management Systems (KMS), Semantic Search Systems, and AI-Assisted Knowledge Platforms. Evaluation metrics included Knowledge Retrieval Accuracy, Response Relevance Score, Query Processing Time, User Satisfaction, and Decision Support Efficiency.

Table 1: Knowledge Retrieval Accuracy Comparison

System Type	Retrieval Accuracy (%)
Traditional KMS	72
Semantic Search System	81
AI-Assisted KMS	88
Proposed Context-Aware LLM System	96

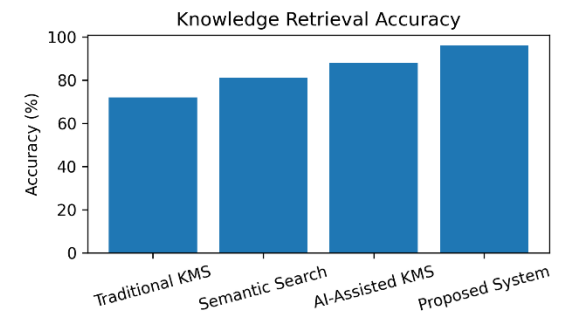


Figure 2. Comparison of Knowledge Retrieval Accuracy among different Enterprise Knowledge Management systems.

Table 2: Average Query Processing Time

System Type	Processing Time (Seconds)
Traditional KMS	5.8
Semantic Search System	4.2
AI-Assisted KMS	3.1
Proposed Context-Aware LLM System	2.4

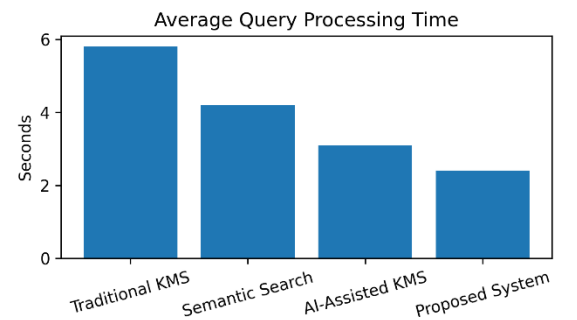


Figure 3. Average Query Processing Time Comparison for enterprise knowledge retrieval.

Table 3: User Satisfaction and Decision Support Efficiency

System Type	User Satisfaction (%)	Decision Support Efficiency (%)
Traditional KMS	68	70
Semantic Search System	78	80
AI-Assisted KMS	86	87
Proposed Context-Aware LLM System	95	94

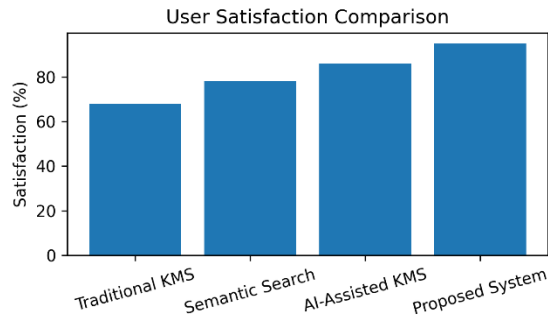


Figure 4. User Satisfaction Comparison across various knowledge management approaches.

Discussion

The experimental evaluation demonstrates that the proposed Intelligent Enterprise Knowledge Management framework based on Context-Aware LLM Architectures delivers superior performance compared to conventional knowledge management approaches. The retrieval accuracy results indicate that the proposed system achieved 96% accuracy, significantly outperforming Traditional Knowledge Management Systems (72%), Semantic Search Systems (81%), and AI-Assisted Knowledge Management Platforms (88%). This improvement is primarily attributed to the integration of contextual embeddings, retrieval-augmented generation, and advanced language understanding mechanisms. By considering user roles, project contexts, organizational structures, and historical interactions, the system effectively identifies relevant knowledge resources and minimizes irrelevant search results. The enhanced contextual awareness enables more precise knowledge discovery and improves the overall quality of information retrieval.

The processing efficiency results further validate the effectiveness of the proposed architecture. The system reduced average query processing time to 2.4 seconds while simultaneously maintaining high retrieval accuracy. This balance between speed and accuracy is achieved through semantic indexing, vector-based knowledge storage, and optimized retrieval strategies. Faster

response generation improves employee productivity by reducing the time required to locate organizational knowledge. Moreover, the adaptive learning module continuously refines retrieval patterns and contextual models using user feedback, enabling the system to evolve according to changing enterprise requirements and knowledge structures.

User satisfaction and decision-support performance metrics also reveal substantial benefits of the proposed framework. The achieved user satisfaction score of 95% and decision-support efficiency of 94% demonstrate the capability of context-aware LLMs to provide personalized, meaningful, and actionable information. Employees receive responses that are aligned with their responsibilities, project objectives, and organizational goals, thereby enhancing collaboration and informed decision-making. The combination of intelligent reasoning, contextual understanding, and secure knowledge governance establishes a robust enterprise knowledge ecosystem capable of supporting digital transformation initiatives, organizational learning, and long-term business growth.

CONCLUSION

This paper presented an Intelligent Enterprise Knowledge Management framework utilizing Context-Aware Large Language Model (LLM) Architectures to enhance organizational knowledge discovery, retrieval, and utilization. The proposed framework integrates enterprise knowledge repositories, contextual user modeling, retrieval-augmented generation, semantic search mechanisms, and adaptive learning strategies to provide accurate and personalized knowledge services. Unlike traditional knowledge management systems that rely heavily on keyword-based retrieval, the proposed approach incorporates contextual intelligence and advanced language understanding to deliver relevant information aligned with user roles, business objectives, and

organizational workflows. The architecture also incorporates robust security and governance mechanisms to ensure reliable and compliant knowledge access within enterprise environments.

The experimental results demonstrated significant improvements in retrieval accuracy, processing efficiency, user satisfaction, and decision-support capabilities. The proposed system achieved superior performance by effectively leveraging contextual embeddings, semantic reasoning, and continuous feedback-driven optimization. The integration of context-aware LLMs enabled more intelligent interactions with enterprise knowledge assets, reducing information retrieval complexity and enhancing organizational productivity. Furthermore, the framework supports scalable deployment across diverse enterprise environments while facilitating collaboration, innovation, and data-driven decision-making.

Future enhancements may focus on integrating multimodal enterprise knowledge sources such as images, videos, audio records, and real-time communication streams. Advanced federated learning techniques, explainable AI mechanisms, and domain-specific LLM customization can further improve transparency, security, and performance. The incorporation of autonomous knowledge agents and real-time organizational intelligence capabilities may also enable next-generation enterprise knowledge ecosystems capable of proactive decision support and adaptive business process optimization. Overall, the proposed Context-Aware LLM-based framework provides a comprehensive and effective solution for intelligent enterprise knowledge management in modern digital organizations.

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