

SUCCESS CASE 23.2026

NeLe App

THE INTELLIGENT GRID
KNOWLEDGE ASSISTANT

AI-Powered Collaborative Knowledge Management for DSO Field Operations.

Mobile solution enabling fast access to technical knowledge, preserving expert know-how, and improving knowledge transfer across grid operations.

THE CHALLENGE

Field technicians need quick access to technical instructions, manuals, and operational knowledge, but this information is spread across many systems and documents. Valuable field experience often stays undocumented and hard to share, and demographic change increases the risk of losing critical expert knowledge.

THE SOLUTION

NeLe is an AI-powered mobile knowledge platform built on an internally developed RAG system and tailored to field technicians in grid operations. It gives instant answers based on technical documentation, guidelines, procedures, and operational standards. In addition, employees can continuously enrich the knowledge base by capturing and sharing field expertise through photos, notes, and videos.

MAIN ACHIEVEMENTS

Technicians find relevant information faster and spend less time searching for documentation. NeLe lays the groundwork for stronger knowledge transfer between experienced and new employees and for preserving and reusing critical operational know-how.

KEY SUCCESS FACTORS

The main benefit of NeLe is the combination of formal documentation and practical field expertise. Established knowledge management processes are necessary to secure long-term adoption and content quality, supported by local champions who drive acceptance of AI within operational teams. Furthermore, close collaboration with field technicians enables a user-centric design.

WAY FORWARD

Next steps are the expansion to further operational domains within Netze BW and a pilot Software-as-a-Service offering for other DSOs across the EnBW group.