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Architecting the Enterprise Brain

A Semantic Knowledge Graph for Agentic Systems

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01 PROBLEM: THE CONTEXT GAP

The knowledge exists. Finding it is the job nobody wants.

Level Agency is fully remote: 250 people, 180+ clients, six disconnected tools. Decisions live in Zoom transcripts, follow-ups in Slack, strategy in Drive, know-how in Guru, deals in HubSpot. Answering "what did we decide last week?" means digging through all of them. AI assistants hit the same wall: connector search reads whole documents and never sees how sources relate.

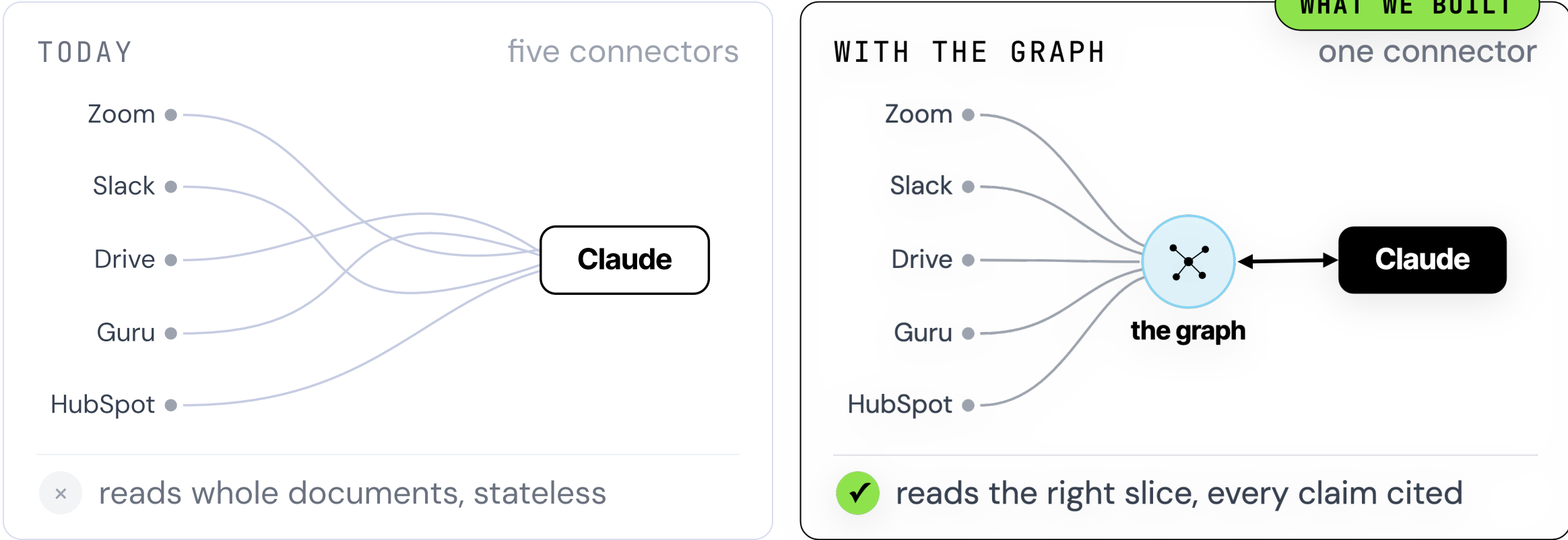
03 DATA: SIX SOURCES, ONE GRAPH

Zoom transcripts, action items	9,934 meetings	
Slack threads, kept as conversations	384,295 messages	
Google Drive client brand docs	488 docs	
Guru knowledge cards	1,795 cards	
HubSpot + Airtable clients, contacts	ENTITY BACKBONE	
816,167 nodes	2.7M relationships	281,919 embedded vectors

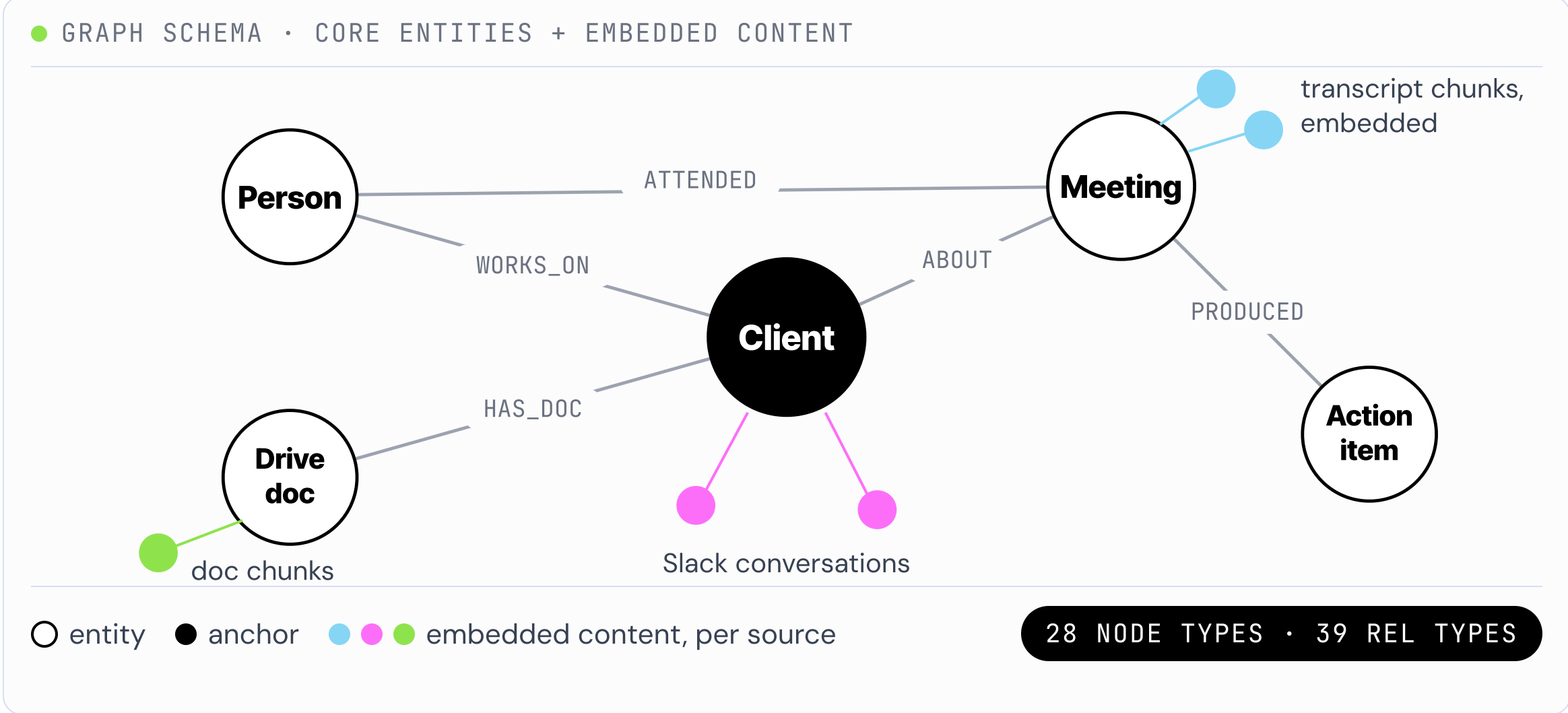
Synced daily in Neo4j. Content is chunked, embedded, and anchored to typed entities. One Person node per human, across every tool.

02 SOLUTION

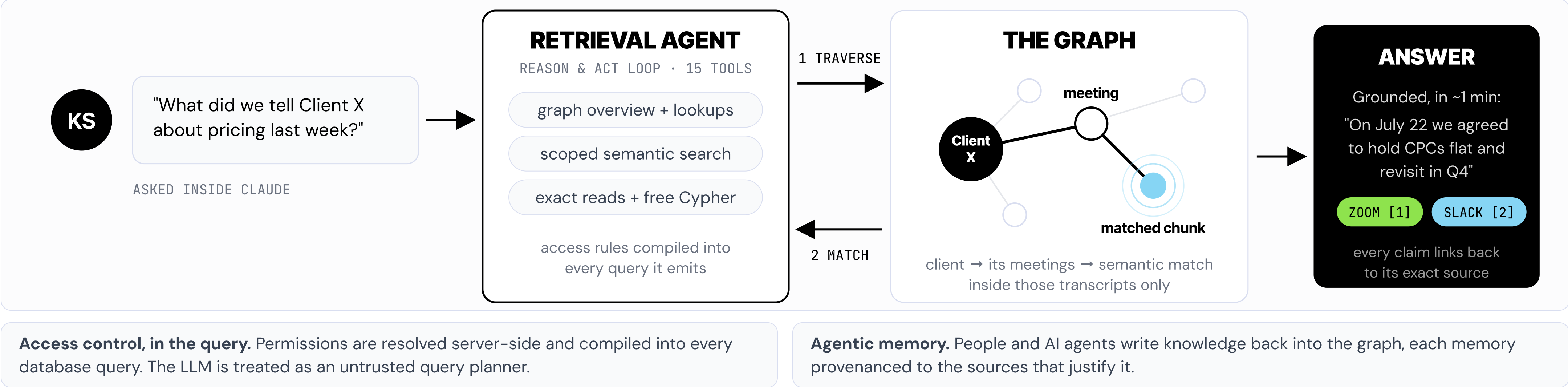
One connector that already understands how everything connects



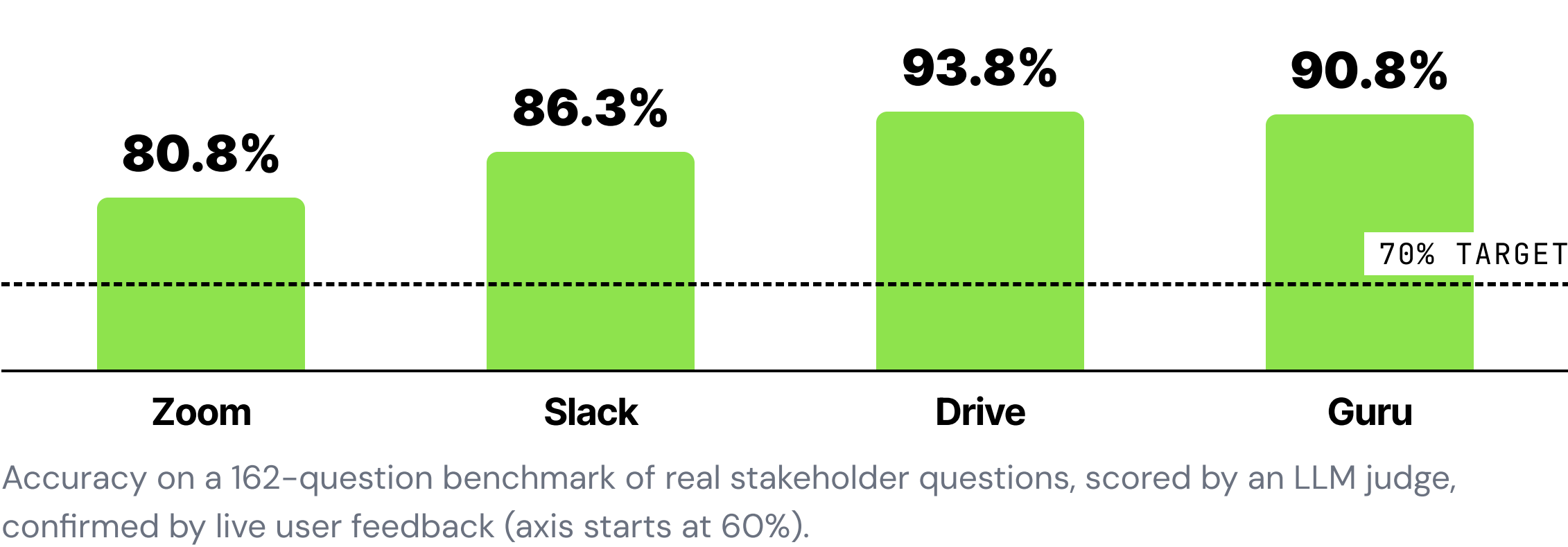
04 THE GRAPH SCHEMA: HOW THE DATA CONNECTS



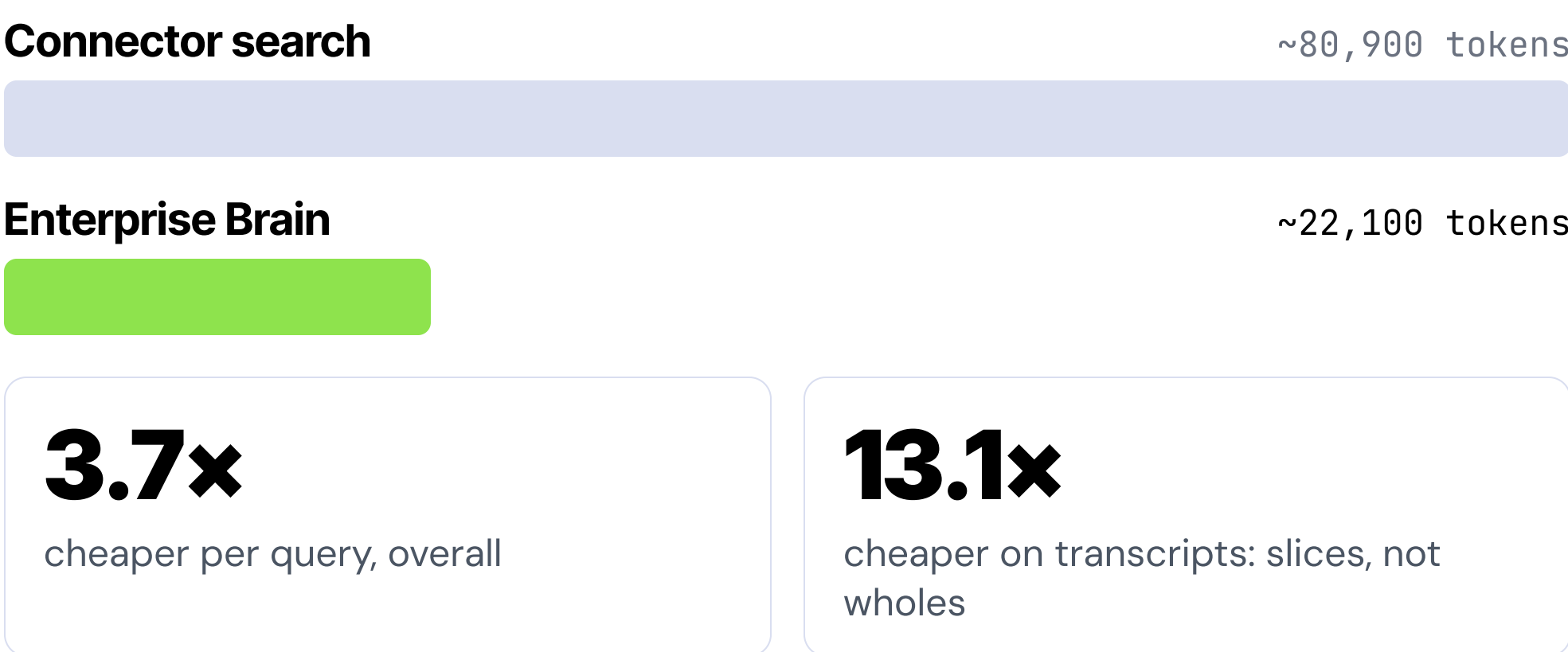
05 METHOD: AN AGENT THAT WALKS THE GRAPH, THEN SEARCHES INSIDE IT



06 RESULTS: EVERY SOURCE BEATS THE 70% TARGET



07 EFFICIENCY: IMPROVED ANSWERS, FRACTION OF THE COST



93.8% top-source accuracy vs. a 70% charter target

~\$1.1M projected annual savings, ~15,000 hours of cross-tool digging

LIVE in production, inside Claude and Level's agentic platform

08 BUSINESS IMPACT

- Onboarding becomes a question, not days of reconstruction across five tools.
- AI agents get real context. Level's agents start from unified knowledge instead of zero.
- Foundation of the AI roadmap. Project Iris, Level's AI workflow platform, builds directly on the graph.

09 STRAIGHT FROM THE USERS

"Super helpful as I get my bearings on a new account"
KRISTINE · CLIENT SERVICES

"Digging in here got me the key information I needed."
DENNIS · SEO

"Since I'm not in any of these calls, super helpful to know how the client is feeling."
TYLER · CREATIVE

Captured verbatim by the built-in feedback tool. Level's President and CEO use the graph directly.