

# ChatGSC: How QAnswer Enabled Large-Scale Generative AI Adoption at the Council of the EU



Council of the European Union



QAnswer  
By The QA Company

+3500

Users

+31

Use Cases

1

AI Platform

## About the Council of the European Union



The European Council is a key political institution of the European Union. It brings together the Heads of State or Government of the Member States, the President of the European Council, and the President of the European Commission. Its role is to define the Union's overall political direction and priorities, endorse the strategic agenda, and shape collective responses to the major challenges facing Europe.

## ChatGSC: The Council's AI Initiative

The Council of the European Union views the integration of AI as a major opportunity to make information more accessible, simplify internal processes, and improve team productivity. To turn this vision into action, it launched the ChatGSC project and implemented QAnswer, an On-Premises solution hosted within its secure infrastructure. This setup allows the Council to keep full control over its data while supporting the everyday needs of its staff.

## Pilot Phase: Evaluating QAnswer within the Council

From December 2024 to September 2025, a pilot phase was conducted within the Council of the European Union to evaluate the QAnswer solution and identify priority use cases. A total of 104 users, primarily heads of units, participated in the pilot, confirming the solution's relevance, its integration across various operational contexts, and its compliance with security standards. This phase laid the groundwork for large-scale deployment.

## Towards Large-Scale Deployment

Starting in October 2025, the project will enter its production phase. Following the successful completion of the pilot, the solution will be deployed on a larger scale and become fully operational within the Council of the European Union. More than 3,500 users across various departments will gain access to ChatGSC (QAnswer), marking a significant expansion from the initial 104 participants involved in the pilot phase. This next stage represents a major milestone for the Council, moving from experimentation to everyday use. The system will operate with stabilized features, improved performance, and reinforced support structures to ensure reliability and ease of adoption. Dedicated assistance will be available to business teams throughout the transition, helping them integrate the tool into their daily workflows. With this deployment, the Council consolidates its progress toward a more efficient, AI-assisted work environment built on secure, controlled infrastructure.

## A Certified and Sovereign AI Solution

QAnswer is implemented directly on the infrastructure of the Council of the European Union. Sensitive data remains under the control of the Council, without being transmitted through third-party servers, providing a sovereign and secure solution. The QA Company possesses ISO/IEC 27001 (information security) and ISO/IEC 42001 (AI systems) certifications, and QAnswer adheres to GDPR regulations. These assurances demonstrate The QA Company's dedication to transparent AI that aligns with European standards.



GDPR



ISO 27001



ISO 42001



**Dennis Diefenbach**  
Founder and Chief Executive Officer The QA Company

QAnswer enables organizations to incorporate AI in a sovereign and regulated way, while achieving tangible improvements in efficiency and information accessibility.

