From Pilots to Institutional Capability: Generative AI at Uniube

Project summary | Global CIO Project of the Year 2026 | Category: Generative Artificial Intelligence

Initial situation

Uniube is a non-profit university in Brazil with over 60,000 students, in-person and distance, and a university hospital. Generative AI existed as isolated tools built for single tasks. Many academic, administrative, financial and HR processes were still manual, which meant high operating cost, slow response times and uneven quality. There was no common governance model for AI.

Solution

From October 2025, the IT team consolidated these tools into one portfolio of domain-specific generative AI agents, built in-house and run on cloud services. The agents connect through APIs to the core systems: virtual learning environment, academic management, student service, digital registry, corporate university and the institutional website. The approach is being extended to the university hospital, where a first-level support agent is being rolled out on its WhatsApp service platform.

Governance

Every agent follows the same safeguards: protection against prompt injection and manipulation, audit trails of interactions, human approval for higher-risk decisions and compliance with data protection law. The institution's first AI policy was drafted and approved by the executive committee.

Results

Area	Result (cumulative since each agent's launch)
Student service	124,900 requests classified by AI, 96% accuracy on the first attempt. Baseline: 20,488 requests in the period before AI.
Essay grading	79,280 essays graded, saving BRL 396,000.
Open-ended questions	30,656 graded. Analysis time fell from about 40 to about 4 minutes, saving 1,660 working days.
Human resources	Résumé submissions rose 68.9% (from 190 to 321) after the selection process was automated.
Accessibility	An in-house agent replaced paid third-party tools, saving BRL 49,177.52 per year.
Hospital	First-level support agent being rolled out.

Figures are cumulative since each agent's launch. Some agents started before October 2025; the expansion phase ran through October 2026.

Scale and significance

Scale: 40 automated workplaces across academic, student service, HR, finance, accessibility and health processes. Significance: strategic. AI is now managed as an institutional capability, and IT was elevated to executive directorate level.

Contact

Luciano Lopes Pereira, CIO, Uniube | luciano.lopes@uniube.br