

**Interview with Tomasz Szyszko,
Entrepreneur
carried out within the project
AIKnowIT – Hub for AI and IT Knowledge and cooperation between
universities and SMEs**



1. Brief description of the company (area of activity, position, length of service in the industry)

I run a sole proprietorship in the IT sector. I focus on designing and implementing new digital products (games, websites, etc.), project management, consulting, and support for digital services. Although the company was formally registered in 2024, I have been working in the technology field for a long time and use this experience in my daily work with clients.

2. What problem was the company facing?

As a sole proprietor, I have to combine my core work with administrative duties. The biggest challenge was that many tasks — preparing documentation, creating service descriptions, and handling costs and VAT settlements — were time-consuming and required manual work. This slowed down daily operations and diverted me from tasks directly related to client service.

3. How did the company find out about the project and the platform?

I learned about the AIKnowIT project through information on initiatives supporting digital transformation.

I was particularly interested in the practical format of the materials — ready-to-use use cases that could be implemented directly in my business. Some tutorials caught my attention, and I decided to try them in my company.

4. How was this solution applied?

I used two use cases. The first, on creating effective prompts, helped me organize my workflow with AI. As a result, I now prepare texts, technical descriptions, and client materials faster, as communication with the model has become more precise. I implemented the second use case to support cost management — I started scanning receipts in ChatGPT, automatically extracting data, and transferring it to Excel. This allows me to better track expenses and quickly generate reports for my own use, even while using external accounting services.

5. What was improved? How has this use case been integrated into the company's daily processes?

In daily tasks, I noticed primarily a significant time savings. Using structured prompts has become a standard for me and has noticeably improved the quality of the content I create — both technical and administrative.

Automation of receipt processing has simplified my accounting. Data from receipts is processed faster, mistakes have been eliminated, I have a quick and constant overview of generated costs, and the entire process has become much clearer. I use both solutions regularly because they simply make running the business easier.

6. How has it helped the company? What benefits have you achieved by using artificial intelligence?

The biggest benefit is saving time and reducing repetitive tasks. Thanks to AI, I can focus on core work and client service instead of spending time manually entering receipts or correcting documents. Errors have decreased, and the generated materials are more professional.

In practice, AI has become a tool that allows me to work more efficiently, faster, and more effectively — which is the most important thing for me.