



Industry

- Government
- Healthcare

About Concept Searching

Founded in 2002, Concept Searching's software products deliver conceptual metadata generation, auto-classification, and powerful taxonomy management from the desktop to the enterprise. Concept Searching is the only statistical metadata generation and classification software company in the world that uses concept extraction and compound term processing to significantly improve access to unstructured information.

Headquartered in the U.K. with offices in the U.S. and South Africa, Concept Searching solves the problem of finding, organizing, and managing information capital. For more information about Concept Searching's solutions and technologies please visit www.conceptsearching.com.

U.S.

8300 Greensboro Drive
Suite 800
McLean, Virginia 22102
703 531 8567
Martin Garland
marting@conceptsearching.com

U.K.

9 Shephall Lane
Stevenage
Herts SG2 8DH, UK
44 1438 213545
Paul Billingham
paulb@conceptsearching.com

South Africa

15 Conifer Road
Tokai, 7945
Cape Town, South Africa
27 21 7125179
Lesley Noble
lesleyn@conceptsearching.com

Australia

61 2 8006 2611
Carla Mulley
carlam@conceptsearching.com

The Business Challenge

The organization is a U.S. government agency that leads a collaborative effort to optimize healthcare associated with severe injuries incurred by military personnel. The organization establishes quality standards for clinical care, education and training, prevention and support to patients, families, and communities. The organization required a fully deployed portal in less than 4 weeks and had spent months evaluating traditional knowledge management software but had not made a selection decision. The client needed the technologies to support their 24/7 Outreach Center to provide information and referrals to military service members, veterans, their families and others with questions about traumatic psychological injuries.

Due to the nature of support and information provided to address confusing and challenging circumstances of the person seeking information they required the ability to quickly find relevant and precise information to support the outreach portal.

The Solution

During the initial engagement Concept Searching was asked to provide a demonstration of conceptClassifier for SharePoint. In that presentation Concept Searching showed the organization how using conceptClassifier for SharePoint and SharePoint could provide them with a comprehensive ECM solution while bringing them into compliance with government Data Transparency and Data Privacy and Security directives and guidelines. Three days after seeing the demo they purchased conceptClassifier for SharePoint as well as SharePoint and Performance Point.

Concept Searching provided 1 week of services to install and train end users on the product. As a result of a short services engagement, Concept Searching was able to illustrate how conceptClassifier for SharePoint integrated with SharePoint and provided a comprehensive enterprise content management solution. Using the organization's internal content as a metadata source, Concept Searching was also able to quickly build and deploy taxonomies to identify Personally Identifiable Information (PII) and Protected Health Information (PHI) residing in diverse repositories. Once migrated to SharePoint document libraries conceptClassifier for SharePoint automatically tags the "unsecured" content assets, routes to a secure site where Windows Rights Management Services can be applied.

The Benefits

The flexibility, ease-of-use, and rapid deployment enabled Concept Searching to meet the short time-line which was critically importance to the organization. The ability to fully deploy the solution in three weeks also significantly reduced the costs typically associated with a project of this size and demonstrated a rapid return on investment.

The ability to use semantic (conceptual) automatic metadata generation and compound term processing delivers much higher precision and relevance during search when supporting military personnel and their families in the Outreach Center improving the speed and quality of their support efforts. .

Staff does not have to worry about creating metadata as all content is automatically meta-tagged and classified when created or ingested. This eliminates inconsistent meta-tagging and provides a rich metadata framework for the organization.

Easy-to-use taxonomy tools developed for the Subject Matter Expert provided an estimated cost savings of \$150K-\$200K and reduced taxonomy development time by approximately 6 months.