

Concept Searching News Focus on...Public Sector

August 2008

The importance of managing information capital to address the growing issues created by the explosion of digital content is facing all government entities. Although each entity faces their own unique challenges, the ability to manage, find, and purpose content to meet the needs of diverse groups is a critical issue common to all. This newsletter focuses on the use of Concept Searching technologies in the public sector to deliver quantifiable benefits and measurable ROI.

Concept Searching's solutions can be the catalyst to improve access to unstructured information, encourage innovation, and deliver real benefits to government entities, their constituents, and stakeholders. Our unique compound term processing can assist agencies in reducing costs and increasing productivity. For the end user, removing the ambiguity in content through the identification of concepts within a large corpus of information addresses a wide range of challenges. [Click here to read more about how we address challenges in the public sector.](#) To see how other government entities are using our products [click here.](#)

As always, we hope you find this newsletter interesting and worthwhile.

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Government Clients



Concept Searching has a growing list of clients in the public sector. Below is a sampling of some of our clients and how they have deployed our technologies to solve their challenges and improve their processes.

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U.S. Air Force Medical Service

U.S. Air Force Medical Service is known as the "HMO that goes to war," The United States Air Force Medical Service (AFMS) employs more than 40,000 full-time officers, civilians, and enlisted personnel plus an additional 20,000 members of the Air Force Reserves and Air National Guard. The AFMS has a budget of \$6.9 billion and runs 75 hospitals and clinics providing care to more than 2.6 million beneficiaries during both peacetime and wartime. Officer corps include: Biomedical Sciences Corps, Dental Corps, Medical Corps, Medical Service Corps, and Nurse Corps. Air Force Enlisted Medical personnel work in areas of medical administration, dental care, optometry, physical therapy, aeromedical evacuation, medical logistics, laboratory sciences, surgical care, and emergency care, among others.

The U.S. Air Force Medical Services has reaped the benefits of automatically meta-tagging documents and records, information is retrievable using concepts versus keywords, reading, tagging and information classification costs are eliminated, and information retrieval costs are dramatically reduced. [Click here to read the Concept Searching case study.](#) To see a webcast by the U.S. Air Force Medical Service presented at [InterSymp2008](#) [click here.](#)

U.K. Councils

The [Tamworth Borough Council](#), [Winchester City Council](#), [Mendip District Council](#), and [Preston City Council](#), all utilize Concept Searching technologies integrated into SearchMaster by [Web-Labs](#) to deliver relevant information to constituents and manage their sites through automatic classification.

The [Arun District Council](#) selected the Concept Searching search and classification capabilities to further enhance their C-Cube EDRM system from [OITUK Limited](#).

U.S. Department of Agriculture

The [U.S. Department of Agriculture - Research, Education & Economics Information System \(REEIS\)](#) is a source of information on the research, education and extension programs, projects and activities of the U. S. Department of Agriculture (USDA) and its partner institutions in the following areas:

- Food
- Agriculture
- Natural resources

It has been designed to serve all with an interest in research, education and extension efforts performed or financially supported by USDA. The ultimate objective of the system is to enable users to measure the impact and effectiveness of research, extension and education programs. REEIS offers concept **Search** to web site researchers to find information based on concepts.

U.K. Driving Standards Agency (DSA)

The [Driving Standards Agency \(DSA\)](#) is a trading fund with turnover of over £152 million for the year 2006/07. Income for the year 2007/08 is expected to be in the region of £168 million, fully funded by fee income and revenue from non-statutory activities. DSA employs 2,653 staff, of which some 1,911 are driving examiners. In 2006/07 the Agency conducted over 1.8 million practical tests for car drivers, 101,000 vocational tests and over 83,000 motorcycle rider tests. Over 1.5 million theory tests were carried out at 158 centers. At the end of the year there were 41,507 people on the Register of Approved Driving Instructors. The U.K. Driving Standards Agency utilizes Concept Searching technologies to classify content and provide search to site visitors.

U.S. Department of Homeland Security

Concept Searching technologies were used in the creation of the Technology Clearinghouse mandated by Section 313 of the Homeland Security Act of 2002 for the [Department of Homeland Security \(DHS\)](#), Science and Technology Directorate (S&T) the broader programmatic needs of the Public Safety and Security Institute for Technology (PSITEC). The technologies are used to support the Department of Homeland Security's mission to deter and respond to acts of terrorism by leveraging web-based technology investments made by DHS, as well as developing new strategies for the dissemination of information, tools, and services related to technology designed to improve the emergency response capabilities of Government, First Responders, and Private Industry.

Microsoft Office Solutions Directory

Microsoft Enterprise Search Partner

Microsoft Enterprise Search Blog - July 7th

Microsoft - Concept Searching Case Study

Government Partners



AT&T Government Solutions

www.corp.att.com/gov

AT&T Government Solutions is a long-standing, trusted source of network-enabled solutions for the federal government, integrating unmatched network resources and IT and software engineering expertise with innovative technologies from AT&T Labs and industry-leading partners.

Barquin International

www.barquin.com

Founded in 1994 Barquin International has established a solid reputation of consistent and quality consulting support and IT development within the realm of data warehousing, knowledge management and e-government.

Business Connexion

www.bcx.co.za

Business Connexion (BCX) is a black empowered integrator of innovative business solutions based on information and communications technology (ICT). They are located in South Africa.

COMPU-DATA International, LLC

www.cdilac.com

COMPU-DATA International, LLC is a leading Enterprise Content Management (ECM) and Information Management (IM) solution provider and integrator with 20 years of successful experience. CDI's products

U.S. Army Records Management and Declassification Agency (RMDA)

COMPU-DATA International, LLC a Concept Searching partner has integrated Concept Searching technologies into their DigitalAsset Finder™ (DAF) product. DAF is deployed at the U.S. Army Records Management and Declassification Agency (RMDA) and is used to aggregate structure to disparate and unstructured data and supports researchers in search and retrieval discovery. For more information about COMPU-DATA International, LLC please visit their [web site](#).

New Tools to Solve Government Challenges



innovative advanced technologies that increase productivity and reduce costs in a government environment

The Challenge

The challenge of managing, finding, and purposing content to meet the needs of diverse groups within a government entity impacts the ability for the organization to meet their objectives. The inability to share or exchange information efficiently costs public sector organizations time and money. These inefficiencies result in increased time spent finding and accessing relevant information and deters the ability to re-use and repurpose content. As more and more content is created and published agencies face increasing costs to manage and integrate content so it is available within the entity or potentially across entities.

Satisfying citizen and stakeholder requirements places an additional burden on agency staff to meet the ever increasing information access requests of diverse constituents. Responding to FOIA requests in a timely manner and ensuring government compliance is laborious and costly. Furthermore, the classification and declassification process is often inefficient and requires considerable human resources and costs to efficiently manage the process.

For intelligence agencies the ability to quickly assimilate relevant information from external and internal sources can impact decision making and potentially impact the security of the country.

The Technology Taxonomy Development

concept**Classifier** for SharePoint provides the ability to easily develop taxonomies and folksonomies. Government professionals are provided a rich set of features to easily develop, maintain, and manage the taxonomies.

Automatic Classification

The automatic classification function classifies content from anywhere in the organization. Using the semantic metadata generation documents will become part of a category (or multiple categories) based on the concepts found within the content.

automate the collection, fusion, analysis and dissemination of structured and unstructured information by aggregating items from broad and disparate information repositories and delivering results through precision search and categorization.

Concentra www.concentra.co.uk

Concentra is a leader in advanced analytics and software development. They specialize in the design, development and support of innovative tools and solutions that help clients increase profitability, streamline operations and improve collaboration. As one of the UK's first Microsoft Gold Certified Partners to achieve the Enterprise Search competency they have extensive experience in delivering complex search solutions.

DocQnet www.docqnet.com

DocQnet is an implementer and integrator of Enterprise Information Management (EIM) Systems in Africa; thus providing organizations with solutions that enable them to reduce the cost of meeting compliance requirements, minimizing business risk and optimizing process efficiency. They successfully migrate organizations from Enterprise Content Management solutions to Enterprise Information Management solutions.

Evolvent Technologies www.evolvent.com

Evolvent Technologies, Inc. is a small, mission-focused technology services firm with corporate offices in Dulles and Falls Church, Virginia, and San Antonio, Texas. Evolvent currently supports technology services engagements with federal agencies including: the US Air Force, the US Army, the US Navy, the Department of Agriculture, the Department of Commerce, the Department of the Interior, and the Department of Veterans Affairs.

GijimaAST www.gijima.com

GijimaAst is a South African Information and Communications Technology company listed on the JSE. They have gained recognition as the complete ICT partner to a considerable client base of large technology users in both the public and private sectors.

InfoReliance

Search & Navigation

We are the only technology that delivers both high precision and high recall. This is done by weighting compound terms (multi-word phrases) instead of single words used in isolation. In traditional search, when a document is retrieved, the end user is shown a static summary that is the same regardless of the user's query. We also provide dynamic summarization which means an extract of the document is displayed as an aid to the user. These extracts will

comprise whole sentences or short paragraphs and can be configured to meet the needs of the organization. This is particularly useful as researchers and knowledge workers can visually see the corresponding results of their query within the document saving considerable time in determining relevancy. Users can navigate via the taxonomy or using faceted navigation.

Automatic Classification at the Desktop

Automatic classification of content from within the familiar Microsoft Office interface is available to government staff. This can be done automatically, with no user interaction, or optionally the government professional has the ability to add manual adjustments to the classification to provide further refinement if required.

Virtual View of Content

Using the taxonomy based navigation the end users can search and retrieve relevant information from across the entire agency, regardless of where the documents are stored, how they are tagged, or named.

[Read more on how our technologies can be used in a government environment](#)

The Benefits

Improves the efficiency of any agency that needs to access information from diverse content stores

Increases speed and improves access to content for intelligence and security agencies

Facilitates reclassification of documents and de-classification of documents, reducing costs and increasing productivity

Ability to better satisfy citizen and stakeholder requests reducing the internal costs to satisfy diverse constituents

Helps agencies achieve government compliance

Reduces compliance costs and ensures all appropriate content is meta-tagged, enforcing governance at the desktop

Reduces time and costs to fulfill FOIA requests and discovery requests

Reduces the amount of time to build and maintain taxonomies by 66% to 80%

[Read more information about our government solutions](#)

www.inforeliance.com

InfoReliance Corporation is an Information Technology (IT) firm that builds, deploys and manages custom, Web-based software solutions that transform the business operations of federal government agencies. Known for delivering large-scale, highly complex software applications for defense and civilian organizations. Founded in 2002, they are headquartered in Fairfax, VA.

Intervate

www.intervate.com

Intervate is a specialist provider of Microsoft .NET solutions, focused on knowledge management and productivity. Areas of expertise include workflow and process automation, collaboration and communication, as well as document and records management. Intervate has extensive experience in developing and deploying intranet and portal solutions and knowledge management systems. They are headquartered in Johannesburg, South Africa.

Northrop Grumman

www.northropgrumman.com

Northrop Grumman Corporation is a global defense and technology company who's 120,000 employees provide innovative systems, products, and solutions in information and services, electronics, aerospace and shipbuilding to government and commercial customers worldwide.

Planet Technologies

www.go-planet.com

Planet Technologies is recognized world-wide as a leader in the integration and customization of Microsoft technologies, architecture, security, and management consulting. Planet Technologies offers international IT services and business consulting with expertise in the integration and customization of Microsoft technologies and data center solutions for the Public Sector, Service Providers and enterprise clients.

Productiv

www.productiv.com.au

Productiv sprung from the merger of three leading organizations within the Information Communication Technology industry: Networking Plus, Quattro Technologies Group and Image Process Solutions. They are committed to continually upholding best-of-class skills and expertise across Information Management, Business Performance, Communications, Software

Product News

conceptIPSV

Did you know that our conceptIPSV product provides a simple, cost effective solution to e-GMS compliance? Any number of documents can be automatically classified against the IPSV (or GCL, LGCL). The standard taxonomy is easily installed and integrates with existing websites via Web Services and XML. Due to Concept Searching's unique compound term processing capabilities, automatic classification is available without the previous cost, set-up and on-going maintenance issues. [Click here](#) to read more about conceptIPSV.

conceptSAIPSV

Our conceptSAIPSV (South African Integrated Public Sector Vocabulary) is now available. Similar to conceptIPSV the product can be customized to meet the needs of municipal, provincial and central government entities in South Africa. Due to its unique 'Compound Terms' database the product makes automatic classification available without the previous cost, set up and ongoing maintenance obligations. conceptSAIPSV is pre-loaded and can be easily managed and customized for local issues by internal staff without the need for 'information scientists' or expert information management professionals. To watch a webcast on conceptSAIPSV [click here](#).



Partner Spotlight - Concentra



concentra Concentra is a leader in advanced analytics and software development. They specialize in the design, development and support of innovative tools and solutions that help their clients increase profitability, streamline operations and improve collaboration. Their solutions are scalable, highly usable and designed for ongoing benefit capture. Combining unparalleled capabilities in management consulting, analytics and application design and development, their consultants bring a deep understanding of business and technology to every solution developed.

As one of the UK's first Microsoft Gold Certified Partners to achieve the Enterprise Search competency they have extensive experience in delivering complex search solutions. Concept Searching's tools substantially extend the search capability of MOSS (Microsoft Office SharePoint Server). Using these tools Concentra recently delivered an advanced search solution for the Healthcare Commission, a UK based independent watchdog promoting healthcare improvements in both public and private healthcare organizations.

Concentra works with a wide range of companies across many industry verticals, with a particular expertise in healthcare and the public sector. Clients include UK Sport, Deloitte, American Express, Belfair, Permira, NHS, British Standards Institution, Aspen Re, National Institute of Health Research, National Express, Pfizer and Roche. For more information visit www.concentra.co.uk.

Development and Information Technology. They are headquartered in Australia.

SI International www.si-intl.com

SI International is a provider of information technology and network solutions (IT) primarily to the Federal government. They deliver a full spectrum of state-of-the-practice systems and services with a strategic focus on the Federal government's most urgent initiatives. SI International is ranked as the 44th largest Federal Prime IT Contractor by Washington Technology and has approximately 4,500 employees. They are headquartered in Reston, VA.

Ventera Corporation www.ventera.com

Ventera is an information technology professional services firm providing IT services that span the technology lifecycle and include IT strategy and technology consulting, web-based application development, systems integration, independent verification and validation, and program and project management. They are headquartered in Reston, VA.

[For more information about our partners](#)

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