Professional Services Challenges and Solutions

Perhaps no other industry is more dependent on maximizing the use of information assets and knowledge capital than professional services organizations. Knowledge, whether tacit or explicit, is the single most valuable asset of a professional services firm. The inability to effectively manage knowledge and utilize the knowledge assets results in a high cost to not only the firm but also to clients. Improving the access and use of knowledge as well as combining access to the highly specialized expertise of consultants can result in improving organizational returns linked to that knowledge.

Connecting 170,000 business professionals
One of the Big Four global accounting and audit firms is deploying both SharePoint 2013 and Office 365 to support over 170,000 end users across the world. The firm was concerned about information governance in the cloud. Using conceptClassifier for Office 365, it is able to manage an enterprise information governance strategy that integrates business processes on-premise and in the cloud, whilst at the same time provides better search and collaboration.

Identifying over 64,000 duplicate documents, resulting in a 25% reduction in content
A program management firm with comprehensive in-house facility planning capabilities selected conceptClassifier for SharePoint, to improve search, records management and data protection to achieve more effective management of unstructured knowledge assets across the enterprise. The organization uses the Smart Content Framework™ to significantly enhance enterprise information governance to deliver an overall integrated metadata infrastructure, in both a SharePoint 2010 intranet and a client facing environment.

A global intranet search solution for successful planning, design, and construction
A full-service engineering, architecture, construction, environmental and consulting solutions firm chose conceptClassifier to power its intranet search. The firm operates globally, with over 3,000 engineers, architects, construction experts, planners, estimators, economists, technicians, and scientists representing virtually all design disciplines. The efficient use and reuse of information is critical to internal collaboration and customer and project support, and Concept Searching’s technologies augment the organization’s search process with intelligent tagging, automatic classification and taxonomy management, integrated with SharePoint.

Improved information transparency and effective information governance enterprise wide
A global, integrated design firm, needed an effective way to catalogue the information stored on its intranet, to make sure it was accessible to different parts of the organization. It wanted a way to organize multiple taxonomies into a logical collection of managed metadata that could be used across its numerous SharePoint site collections.

This consistent search experience acted as the key component for all its governance efforts. The organization implemented conceptClassifier for SharePoint, to maximize the effectiveness of taxonomies, producing an enhanced search experience and effective governance. Global taxonomies were able to be created within just a couple of weeks, available from all site collections, to unify its SharePoint farm.

Intelligent metadata to deliver effective internal knowledge solution integrated with SharePoint
One of the largest global consulting firms in the world selected conceptClassifier for SharePoint to provide semantic metadata generation, auto-classification and taxonomy management. The deployment included implementation of SharePoint and FAST initially to some 12,000 employees to support the firm’s internal knowledge portal. Using conceptClassifier for SharePoint enabled the organization to create robust taxonomies, normalize vocabularies, manage those taxonomies, auto-classify and tag content with semantic metadata, and make that metadata available within SharePoint and the FAST search engine.

Delivering precise search on customer facing web site
Premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications and consumer technology markets, deployed the conceptClassifier platform integrated with Solr to deliver taxonomy management, auto-classification and the automatic generation of semantic metadata to its global revenue generating customer facing portal.
Over 45,000 professionals benefit from enhanced findability through global knowledge portal
One of the largest professional services firms is using conceptClassifier for SharePoint to support its global knowledge portal. The firm delivers audit, financial advisory, tax and consulting services, and key to its activities is the use and reuse of information, and the ability to collaborate across industry and geographic boundaries. The importance of tagging content with appropriate metadata and classifying that content aligned with the business goals is paramount, especially when search needs to be accurate and effective. The major factor in the decision to implement conceptClassifier for SharePoint was that it is the only third-party product available that natively integrates with the SharePoint 2010 Term Store, managed metadata properties and the FAST search engine, and now Office 365.

Enhanced search capability for 71,000 users on SharePoint global intranet
A multinational IT and management consultancy is using conceptClassifier for SharePoint to provide taxonomies, metadata management, and auto-classification for its SharePoint 2007 and 2010 based global intranet. Concept Searching technology indexes the intranet, My Sites, and the organization’s global publishing repository or ‘library’, and provides auto-classification. The ‘library’ has different sections, and allows staff to publish documents for reuse. conceptClassifier for SharePoint automatically classifies content using the firm’s global taxonomies, providing non-subjective tagging of content using standard terms, and the need for manual re-tagging of content if it is deleted or if the taxonomy structure changes.

Value of knowledge assets realized in management consulting intranet
A management consulting firm is using conceptClassifier for SharePoint and conceptTaxonomyManager to power its intranet. Specializing in strategic execution, the company’s use and reuse of knowledge assets is critical to the business. In order to successfully collaborate across the company, it recognized the importance and intrinsic value of automating the tagging and classification of content. Following an evaluation of appropriate technologies, conceptClassifier was chosen for both its superior results over competitive products, as well as its tight integration with the SharePoint 2010 Term Store.

Improved search results, increased findability, global data sharing, and time saving
An international development organization has implemented conceptClassifier for SharePoint to improve findability of information and eliminate manual tagging processes. An efficient way of capturing and compiling information throughout the lifecycle of the business was needed, from market intelligence to proposal development to project implementation. Concept Searching delivered an integrated solution to access content from many data sources, using ‘compound term processing’ to deliver accurate search results through a global intranet. conceptClassifier for SharePoint automatically applies metadata for both repositories, and enables Microsoft search to filter on the semantic metadata to improve findability via related concepts and faceted navigation.

Solving Your Challenges
These are just a few examples of how our clients are capitalizing on their unstructured content assets to reduce risks, reduce costs, and streamline business processes.

The information governance challenges we continue to solve include:
- Improving search
- Automatic identification of documents of record
- Identification of data privacy/confidential information
- Intelligent migration
- eDiscovery, litigation support, FOIA
- Text analytics
- Social content and collaboration

Regardless of the challenges you are facing, Concept Searching reaches across traditional boundaries to solve enterprise or highly specialized challenges in on-premise, cloud, or hybrid environments to maximize and leverage knowledge assets.