Defense and Intelligence Challenges and Solutions

The ability to harness the power, and leverage the value, of unstructured content in the defense and intelligence sector has become a vital component for modernization, and improves the ability to systematically capture, organize, and retrieve content assets. The defense and intelligence sector faces unique challenges, including the transformation of information and operational silos into shared repositories, budgetary constraints, and the impending loss of baby boomers. Concept Searching has been solving these challenges and more in the defense and intelligence sector for the past twelve years. All these clients have the same fundamental requirement – improved utilization of enterprise information. Read more and discover how we are solving the challenges.

Information transparency, records, and security
This US Army command organization currently manages a budget of more than $12 billion and cares for more than 1.8 million beneficiaries – active-duty members of all services, retirees and their family members. In an effort to address enterprise issues with information, records, and knowledge management, the organization conducted a Joint Capabilities Integration and Development System (JCIDS) analysis and selected the Concept Searching technology platform to deliver a robust organizationally aligned taxonomy structure for defense healthcare, to significantly improve information transparency, reduce sensitive information breaches, and assist with the preservation and storage of records in line with federal guidelines.

Eliminating end user tagging
This US Air Force support organization has a budget of $6.9 billion and runs 75 hospitals and clinics, providing care to over 2.6 million beneficiaries. It deployed the Concept Searching technology platform to: increase information retrieval precision on its intranet; enable Subject Matter Experts to develop business rules for information management; eliminate the need to manually metatag documents; and provide automatic classification of documents and records, based on contextually relevant and domain specific information contained within the bodies of documents. It is currently using the technologies for records management, identification and protection of data privacy, and migration.

Classifying terabytes of data improves FOIA processing
This agency deployed the Concept Searching technology platform with the Digital Asset Finder™ records management solution from COMPU-DATA International, to enable the proper disposition of documents that had been declared records, based on federal records management policies. Over 20 data sources and databases were consolidated into a few repositories.

It currently loads millions of records and automatically classifies these against multiple taxonomies simultaneously, while having the ability to easily expand the system configuration through its modular and scalable architecture.

Improving compliance and security
This US Air Force agency advances human-centered design in the acquisition of weapons systems to maximize total system performance and reduce life cycle costs. In an effort to leverage the full capabilities of its IT portfolio investment in SharePoint and Windows Rights Management Services, the agency deployed the conceptClassifier for SharePoint platform to enable compliance with federal records management, data transparency, privacy, and security guidelines.

Intelligence – mining big data
The UK government department responsible for promoting British interests overseas and supporting UK citizens and businesses around the world deployed the conceptClassifier for SharePoint platform, with the optional product conceptSearch. The department has large data repositories, many of them with sensitive information, and the technology platform, integrated with SharePoint, has enabled the development and maintenance of organizational and mission aligned taxonomies and the classification of large datasets, improving transparency and collaboration on sensitive information.

Eliminating security breaches across the US
The conceptClassifier for SharePoint platform has been deployed at numerous US Air Force bases, to enable compliance with data privacy and security guidelines associated with the Federal Information Security Management Act (FISMA), Privacy Act Program, Health Insurance Portability and Accountability Act (HIPAA), Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), and Payment Card Industry (PCI).
Providing precise content retrieval for military and historians

This UK based Ministry of Defence organization is required to provide research to support decisions in operational and strategic military activity. It needed exhaustive and timely access to all relevant documents in the military archive, but the archive was a classic keyword based system so not intelligently searchable. It deployed the Concept Searching technology platform, which resulted in an easy-to-use, secure and reliable system using powerful conceptual natural language searching to quickly deliver relevant data, resulting in search improvement of over 50%.

Improving intelligence and decision making in New Zealand

The increased spotlight on intelligence agencies in the past few years has highlighted the constant need for governments to be supplied with accurate and timely information that enables them to make the best decisions possible. This agency contributes to the security of New Zealand through the provision of foreign intelligence to government, assisting government departments and agencies to protect their electronic information resources and communications systems. To improve these initiatives, the organization rolled out the conceptClassifier for SharePoint platform and conceptTaxonomyWorkflow integrated with SharePoint 2010 and FAST Search, to automatically harvest large amounts of data, classify in real time, identify specific content and take action based upon classification metadata, thereby supporting the intelligence service within New Zealand.

Achieving precision search and retrieval

This US Army command deployed the conceptClassifier for SharePoint platform within its SharePoint internal portal. The organization plans, conducts, and reports operational tests, assessments, and experiments, in order to provide essential information for the acquisition and fielding of war fighting systems. It is implementing the technology to organize and structure its content, and perform auto-classification to the structure in the process, applying metadata that can be filtered upon by the SharePoint Search engine, improving search and retrieval. The result is greater transparency and better project collaboration.

Supporting a 24/7 call center

This US Department of Defense center of excellence originally deployed the Concept Searching technology platform on its internal portal, to further improve content management within the organization. It successfully deployed the technology to support its 24/7 call center, and is utilizing the software as its enterprise classification standard, in addition to using the technology to identify unknown personally identifiable information (PII) within the organization.

Improved transparency and decision support

This NATO agency is supporting the organization through the seamless provision of unbiased scientific support and common funded acquisition of Consultation, Command, Control, Communications, Intelligence, Surveillance and Reconnaissance (C4ISR) capabilities. It deployed the conceptClassifier for SharePoint product platform and conceptTaxonomyManager, to create and manage organizationally aligned taxonomies integrated with SharePoint to improve transparency and decision support.

Solving Your Challenges

The Concept Searching product platforms solve many of the challenges facing defense and intelligence entities. The infrastructure framework assists agencies in reducing costs and increasing productivity. Allowing knowledge workers to effectively query, use and reuse agency wide content improves the speed and efficiency of operations, and information can be shared and leveraged throughout the business cycle. The elimination of inconsistent tagging and different publishing conventions across multiple content stores provides access to relevant content from internal and external sources.

For an agency, significant benefits can be achieved by removing the ambiguity in content through the identification of concepts within a large corpus of information. Concept Searching’s solutions can be the catalysts to improve access to unstructured information, encourage innovation, and deliver real benefits to defense and intelligence entities, their constituents, and stakeholders.