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The Defense Center of Excellence (DCoE) for Psychological Health (PH) and Traumatic Brain Injury (TBI) Selects Concept Searching Software to Support Their Call Center

Concept Searching to provide automatic classification, compound term metadata generation, taxonomy development tools and concept based searching to enhance the retrieval of accurate and relevant information

McLean, VA – November 18 – Concept Searching, developers of concept based search, automatic classification, semantic metadata generation, and taxonomy management software have been chosen by the Defense Center of Excellence (DCoE) for Psychological Health (PH) and Traumatic Brain Injury (TBI) as the technology that will be used in their 24/7 call center initiative.

The Defense Centers of Excellence (DCoE) leads a collaborative effort toward optimizing psychological health and traumatic brain injury (TBI) treatment for the Department of Defense (DoD). The DCoE establishes quality standards for: clinical care; education and training; prevention; patient, family and community outreach; and program excellence. DCoE Mission is to maximize opportunities for warriors and families to thrive through a collaborative global network promoting resilience, recovery, and reintegration for PH and TBI. The center integrates quality programs and advanced medical technology to deal with psychological health and traumatic brain injuries. The national collaborative network will coordinate existing medical, academic, research, and advocacy assets within the services with those of the Veterans Administration and Health and Human Services, federal, state and local agencies as well as academic institutions.

“We are delighted that we were selected by the DCoE to provide the technology to power their call center. A major factor in selecting Concept Searching was the success of our technology deployment at the USAF Knowledge Exchange medical portal and the taxonomies that were developed to align Air Force missions,” said Martin Garland, President. “Our innovative technology clearly illustrated the benefits in quickly and accurately identifying pertinent information to support the call center’s response team and the people they serve.”

About Concept Searching

Founded in 2002, Concept Searching’s software products deliver advanced search, auto-classification, taxonomy management and advanced metadata tagging solutions 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.

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