Capgemini
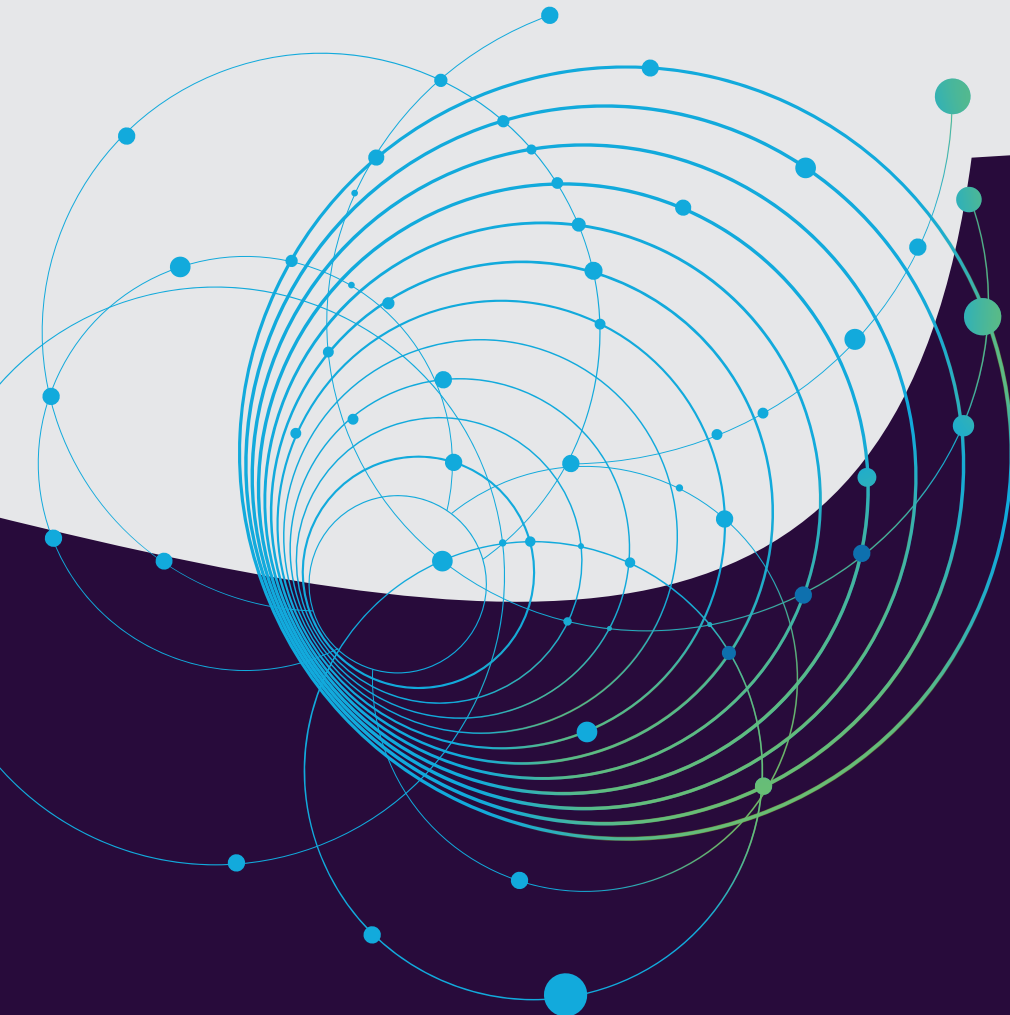
Knowledge Insights
Services (KIS)

Are you deriving the most from your data?

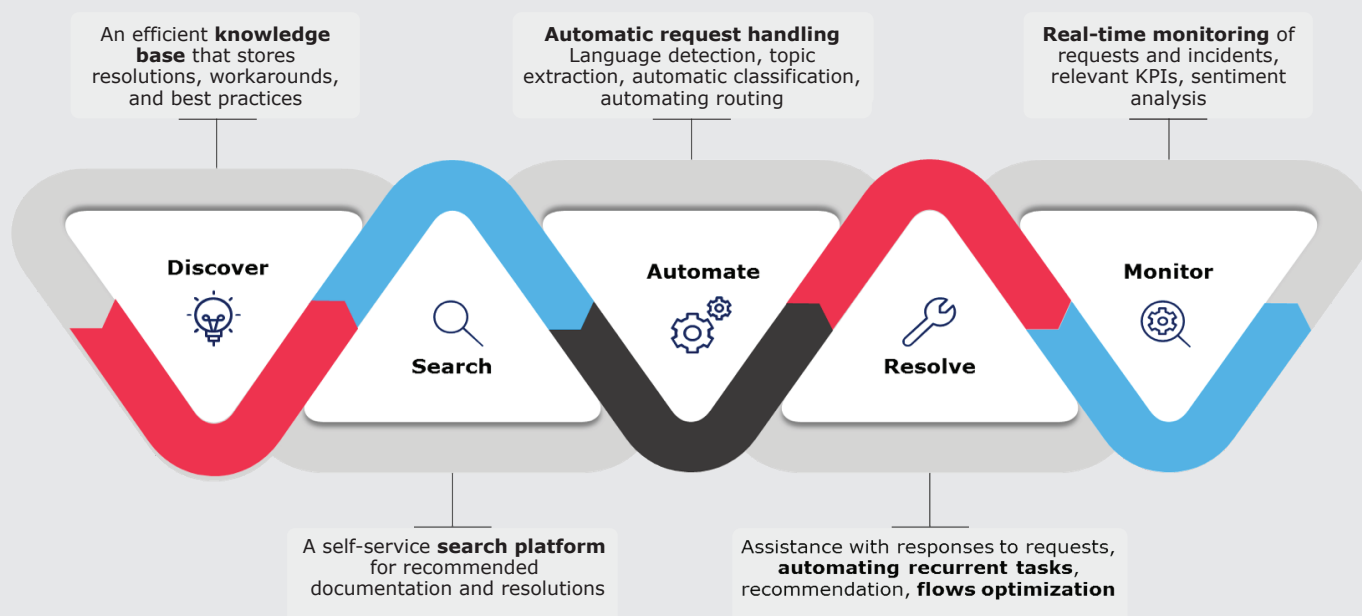## Leverage enterprise knowledge into service capabilities

While the amount of information generated by a company constantly increases, businesses struggle to organize this information internally and make it accessible within the enterprise. Though, information is key to increase organizational efficiency and develop competitive advantages.

Knowledge Insights Services (KIS) enables businesses to aggregate and capture enterprise-relevant knowledge from structured and unstructured data sources. This enables businesses to gain valuable insights from data across the enterprise – irrespective of that data's location and format

KIS Cognitive Search can consider user preferences, environment, and the context of the query to find and propose the best answer possible for the user regardless of language.

Artificial intelligence ensures that the KIS knowledge base is not only accurate during its initial deployment but that it will continuously learn, optimize, and grow through processing more data and interacting with more end users.

Capgemini's KIS accelerator easily consolidates a large volume of data (structured or unstructured, with big data scalability) to build an increasingly extensive body of knowledge. It enables organizations to search for patterns which feed the relevant information sources that are needed to provide insightful views to users in real time. KIS uses advanced natural language processing and machine learning to understand both the query and the data content surrounding it to provide more relevant search results and knowledge discovery than traditional, keyword-based enterprise search engines.

An efficient **knowledge base** that stores resolutions, workarounds, and best practices

Automatic request handling
Language detection, topic extraction, automatic classification, automating routing

Real-time monitoring of requests and incidents, relevant KPIs, sentiment analysis

Discover

Search

Automate

Resolve

Monitor

A self-service **search platform** for recommended documentation and resolutions

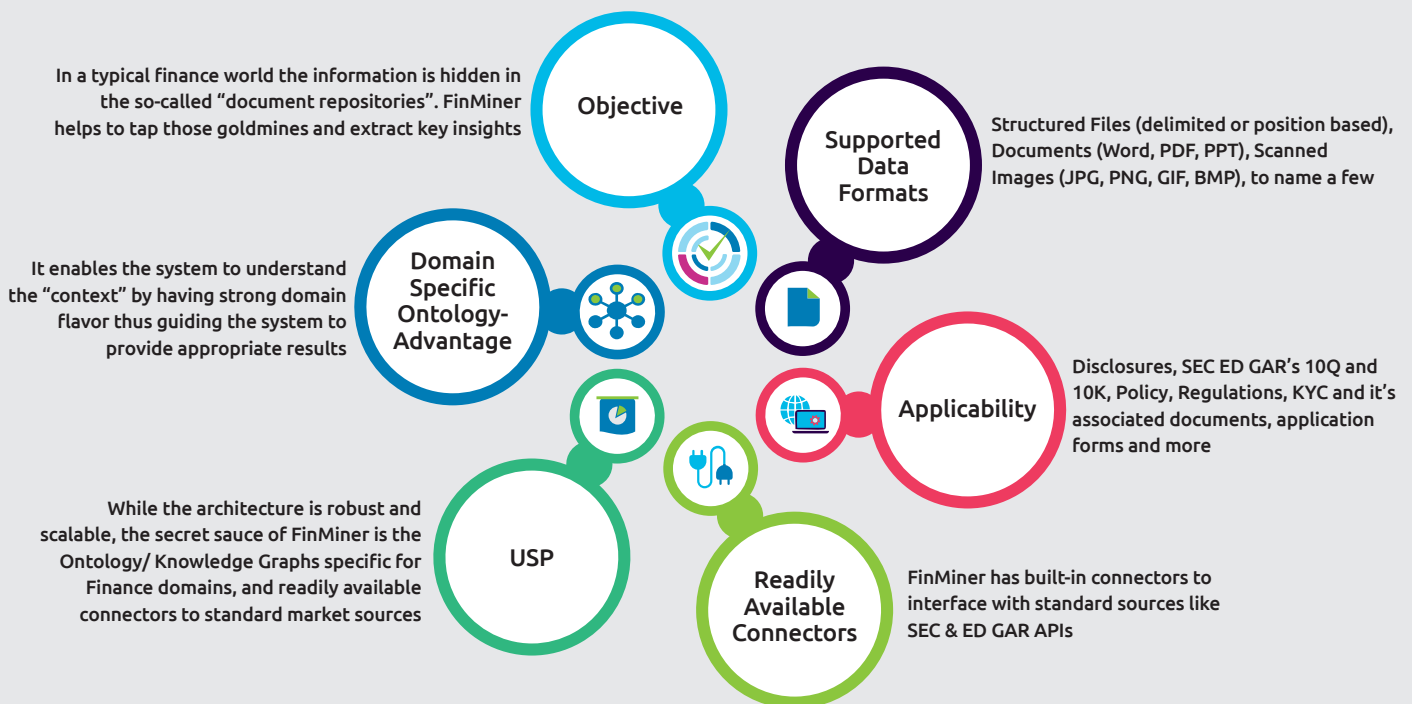Assistance with responses to requests, **automating recurrent tasks**, recommendation, **flows optimization**

Get right answers, every time

As a standalone cognitive search solution, KIS works in collaboration with an existing ecosystem, and considers both historical data and any new solutions in real time to create the ultimate knowledge base for any organization. Banks rely on quick implementation for PoC before going for a wider deployment. With AI Glass Box, implementation time can be reduced by up to 10x due to pre-build veracity framework. From being able to fit into existing workflow and ML models to using a platform-agnostic Python approach, AI Glass Box offers a comprehensive framework for data science project validation.

Financial Knowledge Mining

In a typical finance world the information is hidden in the so-called "document repositories". FinMiner helps to tap those goldmines and extract key insights

Objective

Supported Data Formats

Structured Files (delimited or position based), Documents (Word, PDF, PPT), Scanned Images (JPG, PNG, GIF, BMP), to name a few

It enables the system to understand the "context" by having strong domain flavor thus guiding the system to provide appropriate results

Domain Specific Ontology-Advantage

Applicability

Disclosures, SEC ED GAR's 10Q and 10K, Policy, Regulations, KYC and it's associated documents, application forms and more

While the architecture is robust and scalable, the secret sauce of FinMiner is the Ontology/ Knowledge Graphs specific for Finance domains, and readily available connectors to standard market sources

USP

Readily Available Connectors

FinMiner has built-in connectors to interface with standard sources like SEC & ED GAR APIs

Productivity. Customer acquisitions. Loyalty.

- Regain lost time in searching, gain productivity through efficient content management

- Deliver a personalized search experience for the customer and improve acquisitions

- Build brand trust and loyalty by providing the right information right at the moment of intent

Knowledge

The Right content at the Right time

Automation & Insights
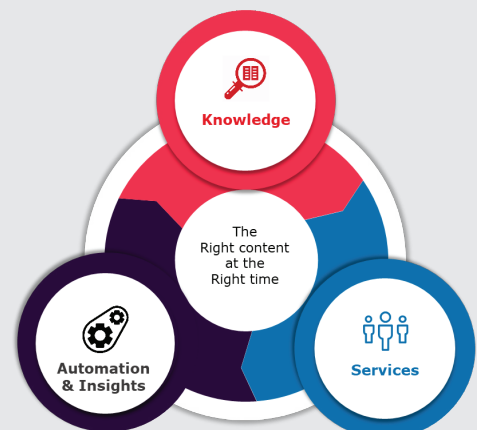
Services

About
Capgemini

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. A responsible and multicultural company of 265,000 people in nearly 50 countries, Capgemini's purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of €17 billion.

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People matter, results count.

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