KMWorld’s 2018 list of Trend-Setting Products features not only emergent software directed toward human-like functionality but also more traditional offerings impressively refined. It encompasses artificial intelligence (AI), machine learning, cognitive computing and the Internet of Things (IoT), as well as more established categories like enterprise content management, collaboration, text analytics, compliance and customer service.

In designating products to our 2018 list, we looked for solutions that are inventive as well as utilitarian … that break new ground, that help organizations achieve their knowledge management goals and the digital transformation they need to thrive. The offerings help users find information more easily and convert structured and unstructured information into meaningful insight to solve business challenges and satisfy customers.

The offerings on our list of 2018 KMWorld Trend-Setting Products result from innovation, imagination and evolution. They reflect the ingenuity of the developers and the diversity of invention. They have captured our attention for a simple reason … they help organizations succeed!

Further descriptions of selected Trend-Setting Products begin on page 12.

A2iA (a2ia.com): a2ia TextReader—New approach to full-text transcription, featuring recognition engines that allow for printed and cursive handwritten text recognition, enabling all types of documents to be transformed into searchable and editable formats without the use of a dictionary. (Acquired by Mitek.)

ABBYY USA (abbyy.com): ABBYY FineReader Engine—Comprehensive OCR software development kit (SDK) suitable for virtual and cloud environments; next-generation SDK that allows businesses to integrate text recognition, PDF conversion and data capture functionalities into software applications.

Accellion (accellion.com): One-Click Compliance Reports—Organizations using the secure file sharing and governance platform can demonstrate compliance with regulations with a single click of a button, which generates detailed compliance reports.

Access Innovations (accessinn.com): Data Harmony 3.13—Provides thesaurus construction and database management tools to publishers, database producers, online and web-based directory publishers, corporate libraries, web portals, corporations and associations with large intranets.

Accusoft (accusoft.com): PrizmDoc HTML5 Document Viewer & Web APIs—A suite of web services that are accessed using REST APIs, which provide document and image processing functionality, including collaboration tools for viewing, annotation, redaction, e-signature and document compare.

Actiance (actiance.com): Actiance Platform—Delivers compliance across the broadest set of communications and social channels with insights on what’s being captured. The unified platform for compliance provides a single point of control for all communications.

Adlib (adlibsoftware.com): Automated Data Capture solution for insurance industry—Leveraging the Google Cloud Platform, the solution offers enterprise-grade scalability while helping insurance companies to reduce claims processing and improve the overall customer experience.

Adobe (adobe.com): Creative Cloud—Provides the entire collection of Adobe desktop and mobile apps from essentials like Photoshop CC to next-generation tools like Adobe XD CC; built-in templates for jump-starting designs and step-by-step tutorials.

Alaris, A Kodak Alaris Business (alarisworld.com): Capture Pro Software—From desktops to high-volume operations, the
solution scales according to users’ needs; designed for centralized, high-volume, mission-critical, production scanning applications.

Alfresco Software (alfresco.com): Alfresco Digital Business Platform—Lets IT develop modern, engaging solutions that accelerate the flow of business; open, modular platform is easy to build on, integrate and extend for fast time to value and digital transformation.

Asana (asana.com): Timeline—A living view of how work fits together; creates project plans that show how all of the user’s tasks connect and adapt as problems arise or work changes; it’s tied to the user’s underlying work in Asana and always up-to-date.

ASG Technologies (asg.com): Data Intelligence 9.5—Broadens the ability to find, trace, trust and analyze data across today’s data landscape; expanded automation delivers faster understanding that allows employees to devote more time to value-oriented work.

Astile Solutions (astutesolutions.com): ePowerCenter—Contact center agents can resolve customer issues quickly and effectively; CRM software shortens training time, shows a unified customer view and provides everything agents need to improve loyalty in a single, integrated interface.

Attivio (attivio.com): SUIT (Search UI Toolkit)—Open source UI toolkit for rapid development of AI-powered search applications; provides the components required to create a search UI, enabling IT to quickly respond to the growing demand for search.

AuraPortal (auraportal.com): AuraPortal BPM—BPM software that offers easy design and execution of all operating processes without any additional programming requirements; can automatically control specific organizational areas or the complete end-to-end operations of any entity.

BA Insight (bainsight.com): SmartHub—Leverages the latest cloud-based search and cognitive computing services from Microsoft, Google and Elastic; can be used alone or in combination with other products in the BA Insight Software Portfolio.

Box (box.com): Box Skills—A framework for bringing machine learning to content in Box; leverages powerful technologies from providers like Google Cloud, Microsoft Azure and IBM Watson to process and extract valuable insights from files stored in Box.

Bpm’online (bpmonline.com): bpm’online 7.12—Features more than 200 enhancements and updates to accelerate business growth and transformation; features tools to accelerate the four key pillars of the business transformation cycle—implementation, adoption, alignment and change.

Brainspace (brainspace.com): Brainspace 6—Newest version of the platform provides AI-powered e-discovery review and analytics; updates include a new dashboard, a redesigned cluster wheel visualization and new added visualizations like conversation analysis and thread analysis.

BroadVision (broadvision.com): Vmoso CPM—Collaborative process management (CPM) combines structured, semi-structured and unstructured business processes in one go, offering users a seamless experience to conduct ad hoc collaboration around well-orchestrated workflow.

Cambridge Semantics (cambridgesemantics.com): Anzo Smart Data Lake Solutions—Use a single semantic layer to create organization, relationships and maximum value from data; graph-based approach delivers the speed, flexibility and scale required to enable employees to do their jobs.

Colligo (colligo.com): Colligo Email Manager for Microsoft Office 365—Add-in that provides seamless and secure knowledge and records capture to Microsoft SharePoint for Office 365 deployments; enables workers to easily file e-mails and attachments to SharePoint on the go, from any device.

Concept Searching (conceptsearching.com): Release 5.4.5 of conceptClassifier Platform—Content management interoperability services (CMIS) support, new natural language processing (NLP) features and redaction capabilities; introduces the ability to crawl and classify content stored in any content or document management system.

Confrmit (confrmit.com): B2B Account Health Solution—Helps stakeholders understand the health of their account portfolios and manage revenue risks from the front line through to executive management; collates and analyzes multiple data sources to guide the decision-making process.

Connoteate (connoteate.com): Data Extraction Platform—Scalable, precise and reliable; combines a unique visual approach with advanced machine learning and a point-and-click web data extraction tool to transform the data supply chain.

Copyright Clearance Center (copyright.com): Content Kanban—Task workflow tool used in tandem with the Ixxus Publishing Platform (IPP) or as a standalone tool, provides intuitive content task tracking and management capabilities.

Coveo (coveo.com): Coveo for Microsoft Dynamics 365—Coveo Intelligent Search and AI-powered Recommendations now integrate with Microsoft Dynamics; brings any content ecosystem securely into Dynamics to personalize digital interactions for customers and employees.

Cyxtera Technologies (cyxtera.com): AppGate SDP Traditional VPNS—A powerful network security platform that delivers a comprehensive software-defined perimeter solution, capable of securing
any application, on any platform, in any location.

Datawatch (datawatch.com): Datawatch Panopticon 16.6—Incorporates numerous changes requested by electronic trading customers to give users easier data access and faster methods for deploying and using the software’s analytical capabilities.

Dell EMC (dell EMC.com): Virtual Edge Platform (VEP) family—A software-defined wide area network solution with the new Intel Xeon D-2100 processor; helps speed digital transformation by connecting the enterprise edge to the cloud via universal customer premise equipment (uCPE).

Digital Reasoning (digitalreasoning.com): Cognition—Machine education tool that makes it quick and easy to train artificial intelligence models; enables organizations to transfer their employees’ knowledge to computers quickly and accurately; uses active learning and intuitive interfaces.

eGain (egain.com): eGain Solve Suite—Unified customer engagement and knowledge management software suite; helps businesses engage, acquire and serve customers by delivering easy customer journeys; modular, best-of-breed applications built on customer engagement hub platform, eGain OpenCEH Platform.

Egnyte (egnyte.com): Egnyte Protect—Expansion of the solution launches new functionality for the Microsoft ecosystem; allows businesses to classify and monitor content across Microsoft repositories, including Windows File Servers, SharePoint and OneDrive.

Elastic (elastic.co): Elastic 6.0—Available both for Elastic’s on-premise offerings and in Elastic Cloud; includes new capabilities to help organizations manage, deploy and operate the Elastic Stack; new Kibana accessibility features and performance improvements for handling data.

Ephesoft (ephesoft.com): Ephesoft Transact for Mortgage solution—Cloud-based modular platform pre-trained to recognize and classify more than 600 mortgage document types, accelerating processing speeds for mortgage lenders.

Everteam (everteam.com): everteam correspondence “light” version—Coupled with the mobility version, the light version provides users with flexibility; anywhere anytime access to information; and the ability to review, comment, digitally sign and transfer correspondences from mobile applications.

Expert System (expertsystem.com): Cogito Discover—Scalable semantic content enrichment, categorization, entity extraction and text analytics software that recognizes and identifies relevant items of information hidden in text and enriches document metadata.

Extensis (extensis.com): Portfolio Workflow Automation—Turns time-consuming digital asset management (DAM) tasks into automated workflows; at the core of it is Corbit, an automation engine developed by Extensis’ partner Laidback Solutions AB (laidbacksolutions.se/en).

Fujitsu Computers Products of America (fujitsu.com): Paperstream Capture Pro—Enables seamless and streamlined document capturing operations, from pre-scanning operations such as batch creation, to scanning, quality management, indexing and completion of the capture process.

Hyland Software (onbase.com): OnBase 17—New functionality expedites scanning and indexing processes; enhanced BPM tools enable parallel processing out of the box; extended geolocation functionality; changes to electronic forms capabilities give administrators more flexibility.

IBM (ibm.com): IBM Cloud Private—Develops and runs workloads locally; an integrated environment that enables users to design, develop, deploy and manage on-premises, containerized cloud applications behind the firewall.

Igloo Software (igloosoftware.com): Digital Workplace Platform—Features and integrations include blogs, forums, file sharing, tasks, wikis, people directory, search and calendars, which are assembled to work within an organization’s existing structure to connect people, processes and information.

Inbenta (inbenta.com): APIs & SDKs for its Enterprise Chatbot—New APIs and SDKs give companies more control to custom tailor Inbenta services to their business needs and use cases. Capabilities include intent detection, decision trees, transactional intelligence and seamless escalation.

Ingeniux (ingeniux.com): Ingeniux CMS 10—Content management system that delivers a modern platform for managing the next generation of websites, portals and applications, with support for headless, dynamic and decoupled content delivery.

IntelliChief (intellichief.com): Mobile Workflow on the Go—Enables users to access, comment and approve details in documents for their company projects and transactions; capabilities allow quicker interdepartmental collaborations.

Interfacing Technologies (interfacing.com): Enterprise Process Center Version 10—New user interface designed with innovative views to simplify navigation, reduce user complexity and promote continuous improvement through user-friendly collaboration.

Intrafind (intrafind.com): iFinder5 elastic—Professional insight engine empowers users to make the right decisions at any time; content analytics and the integration of deep-learning methodologies offer the possibility to detect relationships between the located information.

K2 (k2.com): K2 platform—New features and functionality focused on
enabling a simpler way for non-technical resources to build business applications on the K2 platform; workflow designer builds a workflow in minutes without using any code.

**Knosys (knosys.it): Knosys Enterprise Content Management**—Extensive capabilities enable business users to create, link and contextualize information and apply role-based access rights; rich media content, including audio, images and video, can be imported and managed through a web-based console.

**Laserfiche (laserfiche.com): Laserfiche Cloud**—Helps organizations of all sizes take control of their documents and improve day-to-day business processes; centralized, secure repository that’s accessible no matter where work takes you.

**Lucidea (lucidea.com): Presto Release V5.0**—Offers many features designed to enhance the user experience and improve workflow, including a redesigned user interface, new web-based configuration options, link checker, automated record categorization and easy record de-duplication.

**Lucidworks (lucidworks.com): Fusion 4**—Enterprise-grade development platform for building intelligent search apps at any scale; upgraded to enable completely portable applications with search and AI capabilities, enabling rapid experimentation, configuration and delivery across any architecture.

**MaritzCX (maritzcx.com): MaritzCX Platform**—Updates to its CX platform and product suites enable large enterprises to execute better customer experiences and boost the bottom line; enhancements drive better action in the field, easier management of complex enterprise datasets and better governance.

**Microsoft (microsoft.com): Yammer Enterprise**—Extends an organization’s basic Yammer network and is available as part of many SharePoint Online and Office 365 plans; provides a richer enterprise social experience.

**MicroStrategy (microstrategy.com): MicroStrategy 10.11**—Three new optimized gateways for Microsoft Azure services include Azure HDInsight, SQL Data Warehouse and Cosmos DB; enables users to easily visualize, analyze and distribute data.

**Mindbreeze (mindbreeze.com): Medical Cockpit**—Created for the healthcare sector; semantic analysis and networked searching enable previous, comparable cases to be scanned in a fraction of a second to identify medical correlations; detects and compares patterns in clinical findings, illnesses and medications.

**Neuron ESB (neuronesb.com): Neuron ESB**—easy-to-use, powerful enterprise service bus built by and for .NET developers; simplifies messaging and web service enablement to accelerate adoption of service-oriented architecture.

**Nintex USA (nintex.com): Nintex platform**—Intelligent process automation capabilities within the no-code platform empower line of business workers to automate, orchestrate and optimize business processes without waiting for IT.

**Nuxeo (nuxeo.com): Fast Track 10.1**—Pluggable, accelerated transfer for upload services; can be plugged into any direct upload service that provides file or object transfer acceleration; results in faster uploads of large content assets like 4K video files via Web UI.

**Onix (onixnet.com): Expanded enterprise search solutions**—By joining forces with AI-powered search and relevance vendor Coveo Solutions, Onix’s expanded enterprise search offerings enable customers to reach the next level of efficiency and success.

**OpenText (opentext.com): OpenText Release 16 Enhancement Pack 4 (EP4)**—Extends security, AI, IoT and cloud support into the OpenText EIM platform; new cloud connectors place its ecosystem at the center of digital business.

**Oracle (oracle.com): Oracle Autonomous Data Warehouse Cloud**—A new class of offering that requires zero operational administration on the customer’s part, enabling cloud data warehousing that is easy, fast and elastic.

**Panasonic System Communications Company (business.panasonic.com): FacePRO**—A deep learning facial recognition system using extreme sensing and enhanced detection technology to identify people of interest and alert authorities of their presence in real time.

**Planbox (planbox.com): Planbox platform**—Offers an all-in-one cloud-based solution to manage innovation activities; crowdsource, discover, collect, develop, evaluate, manage and experiment on ideas from the entire workforce, customers, partners and suppliers.

**Powell Software (powell-365.com/en): Powell 365**—Digital workplace for Office 365; an integrated intranet solution to transform the user experience and boost communication, collaboration and business productivity.

**RAMP (ramp.com): AltitudeCDN Altimeter**—Global management interface for multicast provisioning; platform-agnostic solution supports any HLS and DASH video source; advanced global multicast management and monitoring through a centralized interface.

**Relativity (relativity.com): RelativityOne**—New updates to the SaaS product that include enhancements like active learning and an impact on delivering a single technology platform, cloud security and cross-border availability.

**Reveille Software (reveallesoftware.com): Reveille 8**—Leverages enhanced...
user analytics capabilities that provide active insight into an organization’s content services platform; through a new UI, it offers real-time insights on how to enhance performance and adoption, increases security and audit capabilities.

**Rivet Logic (rivetlogic.com): Box integration**—New partnership with Box expands its service offerings to include digital experience solutions; with Box, Rivet Logic has implemented such solutions as Document Center for ECM, Video Center for DAM and Customer Portal for Wealth Management platforms.

**SAS (sas.com): SAS Viya enhancements**—Embed transparent AI technology and offer better data governance and improved user productivity; enhancements designed to maximize collaboration among data scientists and business users and to improve the creation and deployment of analytics models.

**ScienceSoft (sciencesoft.com): S3GRAF v2017.9**—New features include a workflow manager, CMG 2016 support, large PLT file support and more; Workflow Manager is a new way of using S3GRAF for plotting, creating new quantities and performing analyses.

**SearchBlox Software (searchblox.com): SearchBlox Cloud Search**—Can automatically extract content from PDF and Microsoft Office documents and make them available for search.

**Search Technologies, now part of Accenture (searchtechnologies.com): Aspire Content Processing**—A framework for unstructured data; enables enterprise content to be securely accessed, cleaned, normalized and enriched so search systems and analysis applications can perform well.

**Seclore (seclore.com): Seclore Data Classification**—Delivers integrated data-centric security; integrates classification with rights management so enterprises can seamlessly identify and label sensitive information, automatically protecting that information with granular usage controls and track usage.

**Semantic Web (semantic-web.com): PoolParty GraphSearch Server**—Combines graph databases and SPARQL engines with features of “traditional” search engines; provides additional insights through interactive visualizations of reports and search results; can be based on various linked knowledge graphs.

**ServiceNow (servicenow.com): Virtual Agent**—New conversational bot technology; designed to improve customer and employee experiences by getting work completed quickly through more natural interactions and real-time automated resolution.

**Signavio (signavio.com): Signavio Process Manager**—An intuitive BPM solution for professional process modeling, whether creating current-state documentation or target concepts; innovative web technology lets users get started right away.

**Simpplr (simpplr.com): Simpplr**—A modern employee intranet that improves company communication by combining intelligence, immersive user experience and tight integration with other applications to heighten employee engagement and improve workplace productivity.

**Sinequa (sinequa.com): Insight Platform**—Provides instant insights extracted from structured and unstructured data for companies and government agencies; its Cognitive Search & Analytics platform offers broad connectivity to all enterprise data sources and combines disruptive analytical tools.

**Sitecore (sitecore.com): Sitecore Experience Commerce 9**—Cloud-enabled platform that natively integrates content and commerce so brands can personalize and individualize the end-to-end shopping experience before, during and after the transaction.

**SMARSH (smarsh.com): The Archiving Platform**—One archive for electronic communications; retains critical information in a single, secure, search-ready repository where it can be actively monitored and produced on demand; e-mail, IM, text messages, web, video and social media retained and presented in their original context.

**Smartsheet (smartsheet.com): Integration with Workplace by Facebook**—Enables Smartsheet notifications, update and approval requests and reminders to be delivered to Workplace Chat. The recipient can then take action without leaving Workplace.

**Synaptica (synaptica.com): Synaptica KMS**—Enterprise software application for building and maintaining many types of knowledge organization systems, including taxonomies, ontologies and name authorities; scaled to manage hundreds of millions of concepts and relationships; provides many innovative editing tools.

**Thru (thruinc.com): Thru DAM**—Offers the basis for organizations to transform how they produce, manage, share, use and reuse their corporate collateral and brand assets, resulting in cost savings, productivity gains and market responsiveness.

**Transversal (transversal.com): Pre-science for Self-Service**—Goes beyond enabling customers to find answers online; self-service solution that leverages cognitive technologies to understand human context, anticipate future dialog and improve the self-service experience.

**Upland Software—RightAnswers (uplandsoftware.com/rightanswers): KM Platform for PSA**—Knowledge-enabled professional services automation (PSA) solution; combines Tenrox and RightAnswers solutions in an embedded KCS v6-verified KM platform for PSA to drive greater profitability in fixed-bid projects.

**Vanguard Software (vanguardsw.com): Vanguard IBP Cloud Platform**—Integrated business planning (IBP)
solution that unites lines of business in a single, unified environment; puts enterprise in a real-time collaborative workspace; delivers streamlined precision in budgeting, planning and forecasting.

Verint Systems (verint.com): Automated Verification solution—Automates the process of checking systems for issues across multiple applications (e.g., ACD, IVR, recording, desktop applications, routers, firewalls) and proactively simulates user transactions to validate performance.

Viewpointe (viewpointe.com): OnPointe—Helps users proactively manage the lifecycle of business information; provides a wide range of services to enable and optimize the collection, archiving and governance of business content.

Vitrium (vitrium.com): Vitrium Security Version 7—Content security and digital rights management software; in addition to protecting PDF files, it now secures a range of file formats including images, Microsoft Office and OpenOffice files.

Voyager Search (voyagersearch.com): Voyager ODN (Open Data Network)—Single point of search for publicly available data; makes the most of Voyager Search’s core software capabilities by providing public access to millions of free, geospatial pieces of content.

Workfront (workfront.com): Workfront Fusion—Integration platform that enables Workfront customers to easily connect more than 100 common business applications to its work management application platform; codeless and flexible.

Wrike (wrike.com): Wrike Templates—Pre-configured workspaces and workflows to help users instantly plan and launch common projects; includes fully fledged dashboards, reports and tutorial videos customized to a user’s needs.

Zapproved (zapproved.com): Z-Discovery Suite—Empowers teams to easily manage litigation response, investigations and information requests, resulting in lower e-discovery costs, less risk and faster litigation resolution; consists of Legal Hold Pro and Digital Discovery Pro.

ZL Technologies (zlti.com): GDPR Ready Solutions—Provide a versatile set of capabilities depending on each customer’s needs and concerns; leverages multiple applications from ZL Tech’s unified governance platform, offering a solid compliance foundation.

In today’s information age, taxonomies are indispensable for content producers. The ability to tag and categorize content has become essential for retrieval, discovery, analytics, and new product development. Once perceived a luxury, taxonomies are the key to uncovering the value in an organization’s information assets.

The recent trend toward artificial intelligence and machine learning make taxonomies more valuable than ever. AI and ML systems require robust taxonomic backbones—as well as other clean data—to function properly and make accurate inferences.

The Data Harmony applications from Access Innovations were developed specifically for content producers to streamline metadata creation. This powerful software suite enables taxonomy development and governance, provides automatic document categorization and document management, and aids in search and retrieval. Designed to integrate into any stage of a production system, Data Harmony changes search to found.

With a Data Harmony implementation users will experience an increase in productivity, while consumers will immediately notice a vastly improved search experience. With minimal setup time to implement in a live environment, Data Harmony is the answer to your organization’s information management needs.
**eGain: eGain Solve Suite**

eGain Solve Suite for customer engagement powers connected, easy customer experience across all touch points. Its digital-first, omnichannel advisor desktop is powered by Artificial Intelligence (AI), knowledge, and analytics. With rich, out-of-the-box capabilities, based on 20 years of domain experience and an easy consumption model, these applications are designed to generate quick business value:

- Agent time to competency improvement up to 75 percent
- NPS (Net Promoter Score) improvement up to 20 points
- FCR (First-Contact Resolution) improvement up to 25 percent
- Self-service deflection up to 60 percent

**Highlights:**
- Digital-first, omnichannel desktop
- Messaging, SMS, in-app, social, web, email, cobrowse, video, click to call, and phone
- Contextual offers and notifications

**AI everywhere**
- AI for self-service, including virtual assistant, process guidance for agents, contact routing, and decision support

To learn more about eGain, visit [http://www.egain.com/](http://www.egain.com/).

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**Ephesoft: Ephesoft Transact for Mortgage solution**

Ephesoft Transact is an enterprise content capture and data discovery solution to help your business run more efficiently with streamlined processes, increased customer satisfaction and fast ROI. Ephesoft Transact extracts meaningful data from documents from any format in the cloud or on-premise. More than 80% of business information is trapped in unstructured content—our goal is to make that data actionable for decision-makers worldwide. That data feeds into your back-office applications to accelerate business transactions and processes.

The platform uses the power of supervised machine learning to automatically identify the documents and extract the valuable information they contain. This dramatically accelerates purchases, invoices, mortgage approvals, background checks, insurance forms and other important transactions, without the need for manual data entry, sorting, barcodes or scanning separator sheets.

Ephesoft solutions reduce processing time, increase efficiency and eliminate errors in your document-centric processes. The platform ingests, classifies, extracts, validates and exports data into any repository or line of business system using simple Web Services APIs, providing flexibility, scalability and accessibility.

Ephesoft Transact is a zero footprint, browser-based application that runs on servers behind your firewall or in the cloud for rapid deployment. SnapDoc, our mobile capture app is available for flexible, easy capture. Focused on efficiency and reliability, Ephesoft helps improve business processes.

To learn more visit [https://info.ephesoft.com/kmworld](https://info.ephesoft.com/kmworld)
The volume of data and demand for information is steadily growing in the healthcare sector, leaving less time for healthcare professionals to interact with their patients. That’s why it’s more important than ever to simplify processes that are consuming this valuable time, with efficient document search (via metadata in the hospital information system environment) and simple information querying for doctors and medical staff.

Medical Cockpit is a specialized search application from Mindbreeze for clinical use. Medical Cockpit collects all relevant diagnoses, prescriptions and symptoms from patient documents, analyzing and making the necessary information available in a customized format. This ease of access to information translates into improved treatment quality, as well as a dramatic reduction in workload for medical staff.

By semantically linking service catalogs, diagnosis catalogs (such as ICD10), as well as synonym and jargon lists, Medical Cockpit understands medical terminology and syntax and can reliably identify specific patterns in findings, diseases, and medication.

Information from all types of structured and unstructured medical documents, such as discharge letters, test results and findings, laboratory and OR reports can be specifically filtered and processed for medical professionals.

Medical Cockpit has been built with the security of patient data in mind. Based on individual access rights, the system provides employees with a quick, subject-specific overview of the current patient, and extracts diagnoses, symptoms, and medications from the many different documents, resulting in significant time savings.

Nuxeo, developer of the leading Content Services Platform (CSP), is reinventing enterprise content management (ECM) and digital asset management (DAM). By leveraging connected content from across the enterprise, Nuxeo is fundamentally changing how people work. The cloud-native, open-source Nuxeo Platform has been deployed globally by large enterprises, mid-sized businesses, and government agencies to help them transform information into business value.

Nuxeo represents the next generation of information management that delivers a unified and engaging experience for managing and exploiting information residing in any system across the business, and offers simple tools to enable rapid development of custom business and mobile apps.

Unlike traditional ECM and document management systems, Nuxeo empowers organizations to discover and unlock the value of information by working with, not against, existing systems to extract value and insight from day one.

Customers like Verizon, Electronic Arts, ABN Amro, and the Department of Defense have leveraged Nuxeo to modernize and improve the way they use information to do business. Founded in 2008, the company is based in New York with offices across the United States, Europe, and Asia. Learn more at www.nuxeo.com.
Verint Automated Verification

When compliance requires you to manage call and interaction recording across an increasing range of channels and technologies, complexity and the scope for errors are not your friends. By automatically checking and monitoring communication channels, call and interaction recording systems, and other critical communications infrastructure, Verint® Automated Verification™ can help you improve compliance with external regulations and internal programs.

It automatically carries out system tests across multiple platforms, applications, and communication paths and reports any problems found. It can also check every interaction, saving the time and resources needed to perform repetitive, time-consuming manual sampling.

Increase operational performance, manage end-to-end communications, and gain better business intelligence.

Find out how Verint can help you simplify, modernize and automate your processes and remain in compliance at www.verint.com/engagement.

BA Insight: SmartHub

AI-driven Enterprise Search

SmartHub is an AI-driven platform that provides a modern, internet-like search experience. It supports multiple search engines and enables integration with other data repositories.

Key Capabilities:
- Machine learning-based recommendations and analytics for personalized delivery of information
- Search bots for a more intuitive, interactive user experience
- Natural language querying to understand user intent through questions
- Support for multiple search engines including Azure Search, Elastic Cloud, Elasticsearch, O365, SharePoint 2016 and SharePoint 2013 (Support for Solr and SharePoint 2019 in Q4 2018)

Key Benefits:
- Single hub for all users to search for and find needed information
- Proactively deliver information to users based on preferences, reducing the need to conduct searches
- Bots to help users find information faster while reducing user frustration
- Search the way you speak, reducing the need to define complicated queries
- SmartHub is search engine independent, providing IT with flexibility

KnowledgeIQ by Knosys is a flexible and scalable central repository for knowledge-based articles and critical corporate information. KnowledgeIQ's fine-grained security model ensures the right people have access to the right content. Knowledge articles are created once then shared to anyone who requires access, eliminating duplication and creating a single source of truth. Users have multiple ways to access information via intuitive taxonomies and the powerful Smart Search function. KnowledgeIQ is an OOTB solution, with features that support business process efficiency gains and facilitate employee collaboration. Through a machine learning approach, KnowledgeIQ provides analytics on content usage, user activity, search statistics and other core features across the organization. Allow knowledge sharing between systems by leveraging KnowledgeIQ's open API or through KnowledgeIQ's system integrators.
Sinequa is an independent software vendor providing a cognitive search and analytics platform for Global 2000 companies and government agencies that connects people with the information, expertise and insights necessary for organizations to become information-driven. For Sinequa customers, this means actionable information presented in context to surface insights, inform decisions, and elevate productivity. The platform has been forged by experience in projects for large organizations in complex environments with large and diverse sets of data and content. Sinequa’s unified platform is fully integrated and configurable to support current and future needs around becoming information-driven.

Tenrox is a powerful, yet intuitive Professional Services Automation (PSA) solution to help organizations better plan, manage and optimize resources and projects. It streamlines administrative operations, ensures on-time and accurate invoicing, and accelerates revenue recognition.

The first Knowledge Enabled PSA, with integrated KCS v6 verified Knowledge Management, Tenrox captures project best practices and lessons learned to ensure greater collaboration, corporate compliance, project quality, and improved profit margins.

Now with fast and accurate BI and data visualization, Tenrox has delivered over 20-years of best practices excellence and is trusted by organizations including Autodesk, JDA Software and General Electric to enhance project delivery.

An Essential Resource for the KM Professional

“This volume is undoubtedly one of the best books available for anyone undertaking to do something interesting and useful with knowledge in their organization.”
—Larry Prusak, Working Knowledge

Here is a practical, step-by-step guide to crafting a knowledge management strategy that aligns with your organization’s larger business strategy. The Barnes-Milton approach prepares KM professionals to identify strategic knowledge areas, define program scope and vision, obtain stakeholder input and buy-in, select winning pilots, apply change management principles, build a sound knowledge management framework, manage content and technology, assemble and lead an implementation team, and—most importantly—connect KM strategy to business realities.

Whether you are looking to reinvigorate your current KM program or build an effective program from the ground up, Designing a Successful KM Strategy is the comprehensive guide that will help you get it right.

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