

KMWorld

100 COMPANIES That Matter in Knowledge Management

By Marydee Ojala,
Editor-in-Chief, *KMWorld*

This year's list of 100 companies that matter in KM reflects both the evolving landscape in which KM operates and the enduring value of knowledge sharing. The KMWorld team thoroughly enjoys putting together this list. It reminds us of how much innovation is occurring and the resulting impact of KM on efficiency, cost savings, and employee happiness. We have on the list companies with a long history in KM along with newcomers, which indicates the importance of innovation, creativity, and understanding the true value of KM.

Although the attention paid to generative AI this past year has been truly staggering, companies on the list recognize that GenAI is not the only game in town. They leverage many technologies, AI-based and not, to optimize knowledge extraction, organization, and dissemination. These companies understand the importance of harnessing intellectual capital and transforming it into a strategic asset, while not losing track of the importance of people in the KM process.



We think these companies play a pivotal role in shaping the future and bringing relevancy to how knowledge is harnessed and made useful across diverse sectors. They are committed to driving efficiency and effectiveness through KM to organizations of all types.

Emerging technologies such as GenAI, coupled with enhancements to the time-tested technologies of machine learning, semantic search, natural language processing, cloud computing, knowledge graphs, and chatbots, have resulted in enormous strides in knowledge management and knowledge sharing. Companies on the list are wonderful examples of how these technologies help organizations unlock the power of knowledge in innovative and creative ways. They stand out in the KM field and we applaud their accomplishments.

As always, the list is meant to generate interest and to spark discussion. Let us know what you think and alert us to anything we might have missed.

VIEW FROM THE TOP

We encourage you to visit the websites of the companies on this year's list. Also, in the View From the Top section, which begins on page 20, executives share their opinions on the state of the knowledge economy and how their solutions help customers realize their business goals.

ABBY—www.abby.com—Putting your information to work with purpose-built AI, ABBY combines innovation and experience to transform data from business-critical documents into intelligent, actionable outcomes in more than 200 languages in real time.

Accenture—www.accenture.com—A leading global professional services company that helps the world's prominent businesses, governments, and other organizations build their digital core, optimize their operations, accelerate revenue growth, and enhance citizen services—creating tangible value at speed and scale.

Access—www.accesscorp.com—From secure storage to document digitization, Access offers end-to-end solutions, a technology-enabled suite of digital transformation services, and unrivaled expertise to help your organization with its complete records lifecycle.

Access Innovations—www.accessinn.com—Empowers clients to realize their search goals by leveraging its Data Harmony suite and its team of semantic experts to build explainable AI that can increase search precision by more than 90% and productivity by more than 7x.

Acrolinx North America—www.acrolinx.com—Acrolinx is an AI-powered software company that improves the quality and effectiveness of enterprise content, increasing content's value by streamlining its creation, governing it against established writing guidelines, and improving its impact across time.

Adlib Software—www.adlibsoftware.com—Adlib Software fully automates the discovery, extraction, and conversion of information from hundreds of document types, making them shareable and searchable.

Adobe—www.adobe.com—A global provider of digital media and digital marketing solutions whose creative, marketing, and document solutions allow everyone—from emerging artists to global brands—to bring digital creations to life and deliver immersive,

compelling experiences to the right person at the right moment.

Aisera—<https://aisera.com>—A leading provider of generative AI solutions, Aisera helps enterprises boost revenue, improve user productivity, lower operating expenses, and create magical user experiences.

Alation—www.alation.com—Alation provides enterprise data intelligence solutions that enable self-service analytics, cloud transformation, and data governance.

Amelia—<https://amelia.ai>—Offering a platform that develops and deploys AI tools that manage critical tasks and processes, Amelia enables employees to be more productive and deliver better results while reducing operational costs.

Appian—www.appian.com—A software company that automates business processes, Appian provides the Appian AI Process Platform which includes everything you need to design, automate, and optimize even the most complex processes, from start to finish.

ASG Technologies—www.rocketsoftware.com—Now part of Rocket Software and provider of information management solutions that capture, manage, govern, and enable organizations to understand and support all types of information assets (structured and unstructured) and stay compliant.

Automation Anywhere—www.automationanywhere.com—A leader in intelligent automation solutions that put AI to work across every aspect of an organization, Automation Anywhere empowers enterprises worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate business growth.

AvePoint—www.avepoint.com—Providing the most advanced platform to optimize SaaS operations and secure collaboration, more than 17,000 customers worldwide rely on AvePoint solutions to modernize the digital workplace

across Microsoft, Google, Salesforce, and other collaboration environments.

AWS—aws.amazon.com—AWS provides a comprehensive cloud platform featuring a range of offerings, such as AWS Contact Center Intelligence, which enables organizations to leverage AWS machine learning capabilities with their current contact center provider to gain greater efficiencies and deliver increasingly tailored customer experiences.

Axway—www.axway.com—Axway enables enterprises to securely open everything by integrating and moving data across a complex world of new and old technologies with Axway Amplify, an open API management platform that makes APIs easier to discover and reuse across multiple teams, vendors, and cloud environments.

Beyond Limits—www.beyond.ai—Beyond Limits is an industrial-grade, hybrid AI company that optimizes operations, boosts efficiency, and increases productivity for demanding industries including energy, advanced manufacturing, fintech, and healthcare.

Bloomfire—<https://bloomfire.com>—A KM platform company that provides a central, searchable place for information and insights empowering enterprise-wide collaboration and banishing knowledge silos.

Blue Prism—www.blueprism.com—Provider of intelligent automation solutions powered by AI and machine learning that helps deliver strategic business goals at speed and scale while saving time and resources.

Cambridge Semantics—<https://cambridge.semantics.com>—A modern data management and enterprise analytics software company, Cambridge Semantics offers Anzo, the most complete, scalable, and powerful knowledge graph platform available today.

Cloud Software Group-TIBCO—www.tibco.com—A global leader in enterprise data, TIBCO empowers its customers to connect, unify, and confidently predict business outcomes, solving the world's most complex, data-driven challenges.

Collibra—www.collibra.com—Helping customers do more with trusted data, Collibra provides the Data Intelligence Cloud, bringing flexible governance, continuous quality, and built-in privacy to the world's leading brands.

Coveo—www.coveo.com—Coveo offers a single SaaS platform and robust suite of AI and GenAI models that are designed to transform the total experience from CX to EX across websites, e-commerce, services, and workplaces.

Creatio—www.creatio.com—Creatio delivers the freedom to own enterprise automation with its no-code platform, designed to automate workflows and CRM as well as help in building applications with intuitive and robust no-code design tools.

Dataiku—www.dataiku.com—The platform for Everyday AI, Dataiku enables data experts and domain experts to work together to build data into their daily operations, from advanced analytics to generative AI.

DCL-Data Conversion Laboratory Inc.—www.dataconversionlaboratory.com—Using the latest innovations in AI, including machine learning and natural language processing, DCL helps businesses organize and structure data and content for modern technologies and platforms.

Deloitte—www2.deloitte.com—Deloitte offers a variety of services—including audit and assurance, consulting, regulatory services, risk and financial advisory, and tax services—to empower trust and confidence for its clients, as well as help them achieve business goals, solve complex problems, and make meaningful progress.

Earley Information Science—www.earley.com—A professional services firm designed to address product data, content assets, customer data, and corporate knowledgebases, helping clients efficiently organize, access, and utilize their data for better business outcomes.

eGain—www.egain.com—Infused with AI and analytics, eGain offers the eGain Knowledge Hub, which improves customer experience and reduces agent effort with virtual assistance, self-service, and modern agent desktop tools.

Elastic—www.elastic.co—Elastic delivers complete, cloud-based, AI-powered solutions for enterprise security, observability, and search built on the Elasticsearch platform, the development platform used by thousands of companies.

Enterprise Knowledge—<https://enterprise-knowledge.com>—Delivers a range of advanced learning solutions combining advanced knowledge, information strategy, and leading technologies that drive performance while maximizing employee capabilities and satisfaction to address modern business challenges and accelerate ROI.

expert.ai—www.expert.ai—Providing a purpose-built, natural language platform that pairs simple and powerful tools with a proven hybrid AI approach, expert.ai combines symbolic and machine learning to solve real-world problems and enhance business operations at speed and scale.

Factor—www.factor.ai—Powered by AI, Factor provides leaders with a complete toolkit for driving teams with velocity, intensity, and purpose.

Feith—www.feith.com—The security-first records platform that helps organizations manage critical documents, data, and business processes built with companies' unique requirements for their critical documents in mind.

Foxit Software—www.foxit.com—Addresses the need of three distinct market segments—end-user productivity, volume

automation, and software development—with market-leading and innovative PDF products and services.

Franz Inc.—<https://franz.com>—An early innovator in AI and leading supplier of semantic graph database technology, as well as the developer of AllegroGraph, a horizontally scalable, high-performance, and transactional semantic graph, vector, and document database platform which turns complex data into actionable business insights.

GoLinks—www.golinks.io—Makes people-centric products and purpose-built solutions that deliver information to your fingertips, including memorable short links, enterprise search, and knowledge discovery solutions.

Google—www.google.com—The multinational technology company dedicated to organizing the world's information and making it universally accessible and useful with a variety of products, including its widely used search engine, cloud computing services, productivity, collaboration, marketing, and communication tools for businesses and consumers alike.

Grid Dynamics—www.griddynamics.com—A global digital engineering company that enables its clients to improve efficiency, value, and innovation to better serve their customers and grow their business with end-to-end solutions in digital commerce, AI, data, and cloud.

Hyland—www.hyland.com—Offers intelligent solutions that seamlessly integrate content, data, and processes to improve the way enterprises work and the experiences they provide to the people they serve.

IBM—www.ibm.com—Empowers their customers' systems to become faster, more productive, and more secure, helping them solve the most critical business problems with a range of solutions from automation, to data management, AI, IT modernization, edge

computing, security, asset management, and more.

InMoment—<https://inmoment.com>—Delivers experience improvement technology to help organizations unlock a comprehensive understanding of not only the actions people are taking, but also the emotion driving what they do and why, focusing on the intersection of where customer, employee, and business needs converge.

JourneyTEAM—www.journeyteam.com—Helps companies implement business solutions and improvements through Microsoft technologies, specializing in all three Microsoft Clouds—Modern Workplace, Microsoft Azure, and Microsoft Business Applications, including Microsoft Dynamics 365 and Power Platform.

Kentico Software—www.kentico.com—Creates exceptional digital experiences efficiently with its hybrid headless digital experience platform, combining the strengths of a headless CMS with traditional content management and exceptional digital marketing capabilities from a single pane of glass.

Khoros—<https://khoros.com>—The digital-first customer engagement platform that enables teams to efficiently deliver the seamless experience customers deserve, revolutionizing CX for digital care, messaging, chat, social marketing, and online communities.

KMS Lighthouse—<https://kmslh.com>—Drives smarter, better business interactions with its KM solutions that boost productivity and efficiency with a powerhouse of digitized knowledge that's easy to update, collaborate, share, or provide feedback in real time.

Kodak Alaris—www.kodakalaris.com—Delivers intelligent document processing and data capture solutions that help businesses make sense of their information, automating and simplifying business processes to accelerate results.

Kore.ai Inc.—<https://kore.ai>—A leading provider of advanced AI technology culminating in an innovative platform, no-code tools, and solutions, used to deliver end-to-end customer and employee experiences—from automated to human-assisted—and to build generative AI-enabled applications.

Kyndi—www.kyndi.com—The generative AI answer engine for enterprises delivering immediate, accurate, and trusted answers to enterprise users with the power of large language models (LLMs), now owned by Qlik.

Lucidworks—<https://lucidworks.com>—Provides solutions that personalize the discovery experience to uncover actionable insights about user intent and rapidly delivers them to the relevant channels of engagement to empower meaningful insights from anywhere and available everywhere.

LumApps—www.lumapps.com—A modern intranet packaged solution that enables employees to feel connected to their organization and engage in their work from anywhere, acting as a digital HQ where employees gather to be informed, inspired, collaborate, share knowledge, and do great work.

MC+A—<https://mcplusa.com>—Offers strategic consulting and implementation services that help its clients make the value of their data visible through performance improvements, lower operational costs, and enabling personalized customer experiences.

metaphacts—<https://metaphacts.com>—Accelerates customers' knowledge graph journeys and helps them drive decision intelligence through knowledge democratization, as well as improve data literacy and reach smarter business decisions with data.

M-Files—www.m-files.com—A leading platform for knowledge work automation, M-Files features an innovative metadata-driven architecture, embedded workflow engine, and advanced artificial intelligence, which enables customers to eliminate information

chaos, improve process efficiency, and automate security and compliance.

Microsoft—www.microsoft.com—Provides a wide range of products and solutions aimed toward advancing human and organizational achievement, enabling digital transformation for the era of an intelligent cloud and an intelligent edge, whether in the cloud or on-premise.

MicroStrategy—www.microstrategy.com—An intelligence platform that provides access to AI-powered workflows, unlimited data sources, cloud-native technologies, and unparalleled performance to speed up time from data to action, helping enterprises align AI/BI tech with company visions.

Mindbreeze—<https://inspire.mindbreeze.com>—A leading international provider of appliances and cloud services for enterprise search, applied AI, and KM, offering businesses a personalized, 360-degree view of company knowledge.

NICE—www.nice.com—Helps brands deliver the best CX possible, no matter the touchpoint, with effortless, consistent, and personalized digital-first experiences with CXone, the world's leading cloud CX platform.

Nintex—www.nintex.com—Improves the ways businesses work with process management and automation software for visually managing, quickly automating, and continuously optimizing business processes and workflows.

Northern Light Group—<https://northernlight.com>—Provides KM solutions for competitive intelligence and market research with SinglePoint, an AI-powered enterprise portal platform designed to serve complex global organizations without adding a heavy burden on IT.

Openstream.ai—<https://openstream.ai>—A conversational AI company delivering the most state-of-the-art enterprise-class conversational AI ecosystem available, including EVA, a multimodal,

plan-based conversational AI platform for engaging audiences to understand objectives and help achieve goals.

OpenText—www.opentext.com—Helps organizations tackle the most complex digital transformation programs with its complete and integrated information management platform that empowers customers to organize, integrate, and protect data and content as it flows through business processes inside and outside their organization.

Optimizely—www.optimizely.com—Re-invents how marketing and product teams work to create and optimize digital experiences across all channels with its digital experience platform (DXP) which orchestrates entire content lifecycles, monetizes every digital experience, and experiments across all touchpoints.

Oracle—www.oracle.com—Helps people see data in new ways, discover insights, and unlock endless possibilities with its Oracle Cloud Infrastructure (OCI) and Oracle Cloud Applications.

ProcedureFlow—<https://procedureflow.com>—Accelerates employee proficiency by democratizing processes and making them accessible to all employees, putting to rest the never-ending knowledgebase that makes it difficult to find the answers you're looking for.

Progress Software—www.progress.com—Provides software that enables organizations to develop and deploy their mission-critical applications and experiences, as well as effectively manage their data platforms, cloud, and IT infrastructure.

Proofpoint—www.proofpoint.com—Proofpoint protects your people, data, and brand against advanced threats and compliance risks. Its Aegis platform, an AI/ML-powered threat protection platform, disarms today's advanced attacks, including BEC, phishing, ransomware, and supply chain threats.

Pryon—<https://pryon.com>—An AI company focused on enterprise knowledge management with a natural language processing platform that transforms unstructured data into experiences that increase productivity with accuracy and speed.

Pureinsights—<https://pureinsights.com>—Helps customers go “beyond search,” using knowledge graphs, machine learning, and natural language processing to build enterprise search applications that understand user intent and deliver answers they want.

Qualtrics—www.qualtrics.com—Provides the Qualtrics XM Platform, a system of action that helps businesses attract customers who stay longer and buy more, engage employees who build a positive culture, develop breakthrough products people love, and build a brand people are passionate about.

Quark—www.quark.com—A pioneer in content design, digital publishing, and content automation since 1981, its customers today rely on Quark for closed-loop content lifecycle management.

Raytion—www.raytion.com—Designs cognitive search applications and KM strategies that let users find the right information at the right time, increasing productivity and conversion rates and enabling active knowledge integration. It configures, adapts, and customizes the leading KM platforms.

RWS—www.rws.com—Helps customers to connect with and bring new ideas to people globally by communicating business-critical content at scale and enabling the protection and realization of their innovations.

Salesforce—www.salesforce.com—Delivers a CRM solution that brings companies and customers together with a single, integrated platform that enables all departments, including marketing, sales, commerce, and service, to have a shared view of every customer.

SAP—www.sap.com—Helps people and organizations gain deep business insights and foster collaboration, particularly through its Enterprise Knowledge Management, which is Java-based and portal-based, and provides the means to connect information in both Java systems and ABAP systems.

SearchBlox—www.searchblox.com—Provides enterprise search, sentiment analysis, and text analytics solutions based on Elasticsearch and Apache Lucene to address customers' data management needs, including web-based administration and integrated data connectors, and to index enterprise and web content.

SearchUnify—www.searchunify.com—A cognitive platform that fuels the unification of disparate data silos to build a centralized content repository, an insights engine that articulates analytics to monitor KPIs and react to changing trends in real time.

Semantic Web Company—<https://semantic-web.com>—A provider of graph-based metadata, search, and analytic solutions that help companies manage corporate knowledge graphs, extract useful knowledge from big datasets, and integrate both structured and unstructured data.

ServiceNow—www.servicenow.com—Offers a cloud-based platform and solutions that help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow, while enabling employees and customers to be more connected, more innovative, and more agile.

Shelf—www.shelf.io—Its technology enables organizations to optimize knowledge from any source, assess the content's quality, and deliver the right answers to agents, chatbots, and customers using generative AI to deliver scalable, consistent answers.

Simplr—www.simplr.com—Provides software for today's modern employee intranet, helping companies connect their workforce by streamlining inter-

nal communications, forging employee connections, providing better user experiences, and enabling higher employee adoption rates.

Sinequa—www.sinequa.com—Delivers an intelligent enterprise search platform for global 2000 companies and government agencies that connects people with the information, expertise, and insights necessary for organizations to become information-driven.

Sisense—www.sisense.com—An AI-driven embedded analytics platform that accelerates product innovation by equipping product and development teams with a complete suite of no-, low-, and pro-code tools by embedding context-aware insights and analytics into data products in a modular, flexible, and scalable way.

Smarsh—www.smarsh.com—Enables companies to transform oversight into foresight by surfacing business-critical signals in their digital communications-based, cloud-native digital capture, retention, and oversight solutions to help them identify regulatory and reputational risks.

Squirro—<https://squirro.com>—Provides enterprise-ready generative AI for search, insights, and automation. Its AI intelligence layer, coupled with SquirroGPT Web, a retrieval-augmented generation (RAG) digital assistant, helps drive better business decisions.

Swirl—www.swirl.today—As open source software, Swirl Metasearch uses AI to simultaneously search multiple content and data sources, returning AI-ranked results with responses related to your data. A commercial version is available on Microsoft Azure.

Synaptica—www.synaptica.com—Offers a text analytics platform that enables enterprises to analyze content collections, extract named entities, and perform precision inline concept indexing and

categorization so taxonomy management is simple and efficient.

Therefore—www.therefore.net—Provides information management software for businesses of all sizes in every industry and department to increase security, make documents more accessible, increase visibility of changes, and help employees become more efficient and productive.

ThoughtSpot—www.thoughtspot.com—An AI-powered analytics company, ThoughtSpot delivers a complete platform for the modern data stack spanning the entire spectrum of business intelligence needs, from ad hoc novel analysis with a code-first approach to code-free self-service exploration and AI-driven monitoring powered by natural language.

TopQuadrant—www.topquadrant.com—Helps organizations succeed in data governance with TopBraid Enterprise Data Governance (EDG), which is built on standards-based knowledge graph technology.

Tungsten Automation (formerly Kofax)—www.tungstenautomation.com—The trusted global leader in intelligent automation, offering cutting-edge, AI-powered software that helps businesses seamlessly automate their most data-intensive workflows across business-critical use cases.

UiPath—www.uipath.com—Offers an end-to-end platform for automation, combining a robotic process automation solution with a full suite of capabilities to enable organizations to scale digital business operations at unprecedented speed.

Upland Software/RightAnswers—<https://uplandsoftware.com/rightanswers>—Through its KCS-verified enterprise KM software, Upland/RightAnswers delivers connected knowledge to internal staff and customers, leading to a trusted knowledge-sharing culture.

USU—www.usu.com—Provides IT and customer service management software

and services through intelligent chatbots, voicebots, established self-service systems, and active KM software.

Verint—www.verint.com—Provides a customer engagement platform that helps the world's most iconic brands—including more than 85 of the Fortune 100 companies—build enduring customer relationships by connecting work, data, and experiences across the enterprise.

Veritas—www.veritas.com—Ensures secure multi-cloud data management, including protection, recoverability, and compliance of organizations' data, and delivers the resilience they need to guard against disruptions threatened by cyberattacks like ransomware.

VMware by Broadcom—www.vmware.com—A global technology leader that designs, develops, and supplies a broad range of semiconductor enterprise software and security solutions.

Yext—www.yext.com—Offers a digital experience platform that powers both owned and third-party experiences and a search engine that offers businesses an AI-powered experience to significantly increase customer engagement and satisfaction.

Zoho—www.zoho.com—Makes computer software and web-based business tools, including Zoho Office Suite, and a new collaboration platform called Trident that helps users communicate across different channels via email, messages, audio/video calls, shared calendars, and more.

ZoomInfo—www.zoominfo.com—Drives more predictable, accelerated, and sustainable growth for its customers through integrations embedded into workflows and technology stacks, including CRM, sales engagement, marketing automation, and talent management applications.

Coveo



Patrick Martin
Chief Customer
Officer

Have taken a walk in your customers' shoes lately? This is the question I'd like to ask CCOs today. For years, we've talked about digital transformation and how customer experience is crucial to achieving it. Yet, how many companies have taken the time to understand the journey their customers take to get the help they need? How would you rate your current CX?

Today's customers have the luxury of choice for how they interact with the brands they value most. Studies have shown that just one negative experience can hurt their loyalty. There's a real cost to this. So how do you mitigate it? By removing friction.

Imagine a service experience tailored to your customer's specific needs—whether it be via self-service or assisted channels. By leveraging AI, generative answering and data, it's possible to deliver individualized, unified and connected experiences at every step of their journey, across every interaction. In self-service, this means that customers get relevant answers and information when and where they need it. For assisted support, agents are empowered to deliver impactful assistance, with access to service journey insights and relevant content, allowing them to resolve issues faster. Connecting all of this together is the recipe for delivering an amazing service experiences. And that's what we do at Coveo.

Coveo powers the digital experiences of the world's most innovative brands: serving millions of people and billions of interactions. After a decade of enriching our market-leading platform with forward-thinking global enterprises, we know what it takes to gain a trusted AI-experience advantage. Our composable AI Search & Generative Experience Platform serves as the relevance layer between enterprise content and digital engagement properties. By leveraging semantic search, AI recommendations, unified personalization and generative answering, our customers elevate both CX and EX. They drive significant cost savings and efficiency gains, while improving CSAT by reducing friction throughout the service experience.

There's no denying it: today's customers have come to expect frictionless experiences. They don't want to waste their time online. Digital experiences need to meet these expectations, and the only way to achieve this is through AI and GenAI. Don't get left behind. Gain the AI-experience advantage with Coveo today!



Coveo
Web: www.coveo.com

eGain Corporation



Anand Subramaniam
SVP Global Marketing

Knowledge Management and Generative AI: BFFs that Assure Mutual Success
Generative AI has reignited interest in knowledge management (KM). KM is not only a BFF for gen AI but a foundational one at that!

Gen AI helps KM

Gen AI accelerates each step of the KM lifecycle on a modern knowledge platform.

- ◆ **Discover:** Identifying likely questions is the first, often-ignored, step to an effective knowledge base. Gen AI can extract questions from interaction history using best-practice, contextualized prompts in the knowledge platform.
- ◆ **Create/curate:** Gen AI can draft knowledge content, using long-form, complex documents, and other enterprise sources. It can adjust content for brand voice, interaction channel, and consumer persona. Finally, it can propose knowledge taxonomy based on question patterns and user profile.
- ◆ **Deliver:** Enterprises have boatloads of documents with "correct" content, but they are not "consumable" by users. With an irate customer on the line, no agent wants to read a tome! Gen AI generates consumable answers, referencing multiple knowledge articles and documents.
- ◆ **Optimize:** Knowledge must be measured and managed for business impact. Gen AI identifies knowledge gaps in accuracy and ease-of-use, suggesting alternatives for improvement.

KM helps Gen AI

Gen AI can transform business, but it also poses significant risks. Among them are hallucination, loss of trust in answers and in the technology itself, knowledge fragmentation, and compliance risks. A modern KM system implemented as a hub like eGain's Knowledge Hub helps safely operationalize gen AI by offering:

- ◆ **Trusted content:** KM can ensure that correct data and content are used to feed and train gen AI. Without this foundation, the initiative is likely to fail with disastrous consequences for the brand.
- ◆ **Controls and governance:** A modern knowledge hub comes with controls to determine which queries to process with gen AI and which ones not to. The knowledge manager can control its "creativity," as the situation warrants and configure additional accuracy checks.
- ◆ **Closed-loop analytics:** KM provides insights and actionable recommendations on the use, effectiveness, and improvement of gen AI actions.
- ◆ **Process orchestration:** Gen AI is an exciting building block of KM, but not the only one. A knowledge hub also includes other AI technologies like reasoning and machine learning, plus critical components such as content management and conversational guidance. The hub orchestrates these capabilities to deliver effective journeys to agents, business, and customers.

Conclusion

The symbiosis between Gen AI and KM is powerful. Without robust KM, Gen AI remains a prototype. Without Gen AI, KM struggles with building and maintaining knowledge in a fast-changing operation.

[Learn more!](#)



eGain Corporation
Web: www.egain.com

Enterprise Knowledge



The World's Largest Dedicated KM Consulting Firm—Offering Strategy, Design, Implementation, and Operations—Scaled to Meet Your Needs

The field of Knowledge Management is at an exciting inflection point. Generative AI has changed the conversation, enabling new opportunities for how we capture, manage, and deliver knowledge, but also creating new challenges and shining a light on longstanding KM issues that organizations must address if they hope to harness the power of Enterprise AI.

Enterprise Knowledge (EK) was founded with that exact mission in mind. We are unique in the KM community, not just as the largest, but also as the firm that uniquely brings together the field of KM with Data, Content, Learning, IT, and others to deliver enterprise-level solutions that solve real world business problems. This isn't new for us, we're not just jumping on the KM AI bandwagon now. Our [knowledge base \(one of the world's largest for KM\)](#) is proof of that, with articles dating back over five years where we've been talking about the confluence of KM and AI, and specifically the critical role that KM plays in ensuring the success of knowledge graphs, semantic layers, and other AI initiatives.

Today's most mature organizations are asking us to help them build their semantic layer, uniting all knowledge, content, and data to deliver highly contextualized, customized, and integrated knowledge at the point of need. With over ten years of experience ranging from tacit knowledge capture through the design and development of enterprise AI solutions, EK can scale to deliver the specific set of services you need, regardless of whether you're simply seeking to develop a strategy, or whether you're ready to build your semantic layer and achieve artificial intelligence for your organization.

Beyond our offered services and solutions, we host a public knowledge base of 500 articles on KM thought leadership, we produce the #1 KM Podcast, Knowledge Cast, and we've published the definitive book on KM benchmarking and technologies, '[Making Knowledge Management Clickable](#).' All of this is in service to the KM community, as we seek to identify the latest trends, establish them, and deliver them to our clients to ensure they achieve the maximum value and return on investment from their knowledge.

If you're ready to embark on your KM transformation, or need help to accelerate it, we stand prepared to be your partner.



Enterprise Knowledge
Web: www.enterprise-knowledge.com

Foxit



The Rising Intelligence of Documents: From Human Hands to AI Brains

Imagine documents not as static files chained to desks, but as dynamic tools pulsating with intelligence. This is the future powered by a potent cocktail of PDF editors, esignatures, AI-based redaction, ChatGPT, and intelligent document processing (IDP), ready to revolutionize your document workflow.

DeeDee Kato
Vice President
Corporate Marketing

PDF Editors: Beyond Static Repositories:

Say goodbye to static, image-based PDFs. Advanced editors transform them into editable text. Fill forms, annotate, rearrange pages, and even extract data, creating interactive hubs for collaboration and information manipulation. Imagine teams working on the same document in real-time, generating reports from existing ones, and seamlessly integrating data like never before.

Esignatures: Sealing Deals in a Click:

Forget chasing physical signatures. Esignatures are the digital ink of the future, closing deals and approving documents instantly. Contracts fly across continents in seconds, erasing time and distance barriers. Picture faster approvals, frictionless partnerships, and a world where agreements reach instant finality, accelerating business processes and fostering global collaboration.

AI-Powered Redaction: Security with Precision:

Security is paramount. AI-powered redaction tools scan documents for sensitive information like personal details or confidential data. These guardians automatically locate and redact sensitive content, ensuring compliance and protecting privacy. Imagine streamlined compliance processes, the peace of mind of secure documents, and the confidence to collaborate without jeopardizing sensitive information.

ChatGPT: Unlocking Document Intelligence:

Don't just read, understand. ChatGPT transforms how we interact with documents. Summarize lengthy reports in seconds, translate languages flawlessly, or even generate new content based on existing documents.

This revolution isn't just about efficiency; it's about unlocking new possibilities. Imagine AI automating complex tasks, freeing humans for higher-level thinking. Esignatures powering frictionless collaboration across borders. Or dynamic PDFs adapting to changing workflows in real-time. The future of documents is a future where information flows freely, collaboration thrives, and documents become intelligent partners in creation.

Embrace the revolution. The era of the Foxit's Intelligent Document Platform is here. Check out the [Foxit PDF Editor](#) for more details.

Foxit Software is a leading provider of innovative PDF solutions, delivering secure, high-quality, and cost-effective software products to enable digital transformation and simplify PDF document management. Foxit's diverse product line, including Foxit PDF Editor and Foxit PDF Editor Pro, has garnered global recognition and millions of users worldwide. For more information, visit <https://www.foxit.com/>.



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KMS Lighthouse



Sagi Eliyahu
CEO

The Synergy of Knowledge Management Systems and LLMs in Enhancing Organizational Experiences

We witnessed remarkable advancements in artificial intelligence throughout 2023, and one of the standout innovations was ChatGPT. As we look ahead, the future holds even more exciting possibilities as technologies integrate and benefit from these new functionalities.

2024 will be the year highlighting the importance of combining knowledge management systems and LLMs. This is why it's important to highlight what the two technologies provide and the benefit from a combined solution.

Knowledge management systems play a pivotal role in organizations. They are designed to organize, store, retrieve, and share information efficiently. Leading solutions provide the key functionality including:

- ◆ **Structured Data Handling:** efficiently managing structured data, ensuring easy retrieval and consumption.
- ◆ **Search and Retrieval:** Users can swiftly find relevant information and access expertise.
- ◆ **Taxonomies and Metadata:** These systems categorize and organize content using taxonomies and metadata.
- ◆ **Version Control:** Proper management of document versions and history.
- ◆ **Governance:** Workflow processes and rules to ensure that the content in the system is correct, reviewed and approved.

Large Language Models (LLMs) powered by neural networks are trained on vast amounts of text data and have revolutionized natural language processing. The models benefit from billions of parameters, allowing them to capture intricate language patterns. As LLMs grow larger, they exhibit surprising abilities such as zero-shot learning, few-shot learning, code generation, and chain-of-thought reasoning.

The synergy between knowledge management systems and LLMs holds immense potential for enhancing customer and employee experiences within organizations. By leveraging structured knowledge and powerful language models, we can navigate the future with confidence.

At KMS Lighthouse, we are committed to empowering organizations in achieving their goals through cutting-edge knowledge management technology solutions. Leveraging GenAI, we enhance content management and streamline processes with a copilot approach. This collaborative approach drives better writing, improves user experience, and accelerates time-to-market whilst maintaining guardrails to ensure accuracy and consistency.

If you're curious about our latest release, which harnesses the power of GenAI within our platform, feel free to reach out to us. We'd be delighted to share more details with you!



KMS Lighthouse

The Way to Know

KMS Lighthouse

Web: www.kmslh.com

Northern Light



C. David Seuss
CEO
Northern Light

Three Keys to Generative AI in KM for Enterprise Business Research

Having specialized in enterprise-scale knowledge management optimized for market research and competitive intelligence for 20 years, Northern Light knows a lot about the curation, mining and delivery of business and technology research content. And one thing we can say for certain is that, with the advent of generative AI, we now have the first major user experience innovation in "search" since the

advent of commercial search engines 30 years ago.

But organizations can't just drop ChatGPT into an enterprise KM system. In fact, there are several keys to effectively implementing generative AI in an enterprise application for business research.

The first is to use Retrieval Augmented Generation (RAG). Using RAG ensures that a gen AI-authored answer to a user's business research question is based only on well-vetted, authoritative content found in the organization's research portal, not some AI training set drawn from who knows when or where, thus avoiding the "hallucination" problem. In Northern Light's implementation, when a researcher asks Northern Light SinglePoint™ a question, the answer is automatically generated from the 20 documents containing information most responsive to the user's query—documents may be found within only authorized content collections indexed in the SinglePoint platform, e.g., business news, primary or licensed secondary research, scientific journals, conference abstracts, corporate financial reports, thought leader commentaries, technology vendor white papers, selected government databases—and presented in narrative form.

The second and third keys are having citations and links embedded in the gen AI-created responses. Citations ensure that plagiarism is off the table. Live links to the source material from which an answer is derived let users instantly click through to the research and news documents of greatest interest to explore a given answer in more detail, so users can explore the content in more depth and validate the gen AI material.

Northern Light pioneered the practical use of AI and machine learning technology in enterprise-class market and competitive intelligence knowledge management systems in 2017. SinglePoint's other AI-based capabilities include automated "Insights Reports"—machine-generated summaries of search results—as well as referrals to documents addressing topics of known interest to a user based on their search history ("Recommended Reading List"), and links to topically similar documents contained in a search result based on an AI-driven semantic analysis ("More Like This").



Northern Light

Northern Light

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Progress Software Corporation



Matthieu Jonglez is Vice President Technology, Application & Data Platform at Progress

Go Beyond Just Integrating Data: Discover the Meaning Behind Your Data

The goal of knowledge management is quite simple: put the right information in front of the right person at the right time to enable better, more informed and contextualized decisions. And the ability to make those decisions usually lies deep in a company's data—particularly, its metadata.

Progress® Semaphore™ is a metadata management and semantic AI platform that helps organizations manage knowledge models and automatically extract and classify both structured and unstructured data to generate rich semantic metadata. Semaphore removes

layers of information complexity, addresses problems related to unstructured data, language ambiguity and data silos and enables organizations to transform their data into information for meaningful, actionable intelligence.

Scalable and Feature-Rich

With Semaphore, organizations get an enterprise scalable, business-oriented, feature-rich solution that allows them to generate and apply knowledge rapidly and accurately. It's a collaborative software product, where various stakeholders participate in model development to enhance buy-in from subject matter experts.

Semaphore helps inform smarter decisions because it offers:

- ◆ Full audit trail: Decisions can be traced to the source, giving users an understanding of the data driving the decisions.
- ◆ Repeatable and governed outcomes: Classification outcomes are reproducible for a point in time and on a single asset using the same model and rule-based results in the same outcome.
- ◆ Accurate results: Subject matter experts review and control approvals of model and classification enrichment as well as have the ability to transparently trace evidence, which results in explainable and trustworthy outcomes.

Additionally, Semaphore supports all modern enterprise architecture, regardless of organization size or type and can be scaled easily based on the needs of the organization.

Most recently, Semaphore was recognized as a leader in Info-Tech's 2023 Metadata Management Data Quadrant for a third consecutive year, achieving the highest composite satisfaction score of 9.3/10 and garnering the highest marks for usability, breadth and quality of features as well as business value created.

About Progress

Progress provides software that enables organizations to develop and deploy their mission-critical applications and experiences, as well as effectively manage their data platforms, cloud and IT infrastructure. As an experienced, trusted provider, we make the lives of technology professionals easier. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress.



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Semantic Web Company



Andreas Blumauer
Co-Founder &
CEO

AI you can TRUST - Servicing the next generation of AI solutions

About Semantic Web Company and the PoolParty Semantic Suite

Founded in 2004, Semantic Web Company is the vendor of the PoolParty Semantic Suite (www.poolparty.biz). As a leading provider of graph-based metadata, search and analysis solutions, Semantic Web Company supports its customers in the development and implementation of enterprise knowledge graphs, in the extraction of useful knowledge from large data sets, and in the integration and linking of structured and unstructured data. PoolParty models enterprise knowledge in a custom domain to help organizations eliminate data silos, enrich customer data and content, and enable greater discovery across an enterprise.

Going beyond the limits of traditional knowledge management with a knowledge hub

The challenges of modern data, content, and knowledge management in companies are no longer just about data volume. The PoolParty Knowledge Hub, backed by semantic technologies, provides a comprehensive solution for the further development of existing knowledge infrastructure. It draws from the underlying knowledge graph to enable a unified access of knowledge across various systems. Conceptual, procedural, and implicit knowledge can be gained through daily operations and employee expertise.

The PoolParty Semantic Layer as the foundation for a knowledge hub

Crafting a knowledge hub starts with placing the PoolParty Semantic Layer between established applications and systems. This allows for advanced text mining, taxonomies, concept tagging, knowledge graphs, semantic search, insight engines, and recommender systems. The semantic capabilities transform inconsistent metadata into interoperable knowledge graphs that build the foundation for intelligent applications. Benefits include:

- ◆ company-wide consistency
- ◆ orchestrated governance
- ◆ factual fidelity
- ◆ less time to insights

The importance of Semantic Layers

Mentioned in Gartner's Emerging Tech Impact Radar: Data and Analytics (November 2023), Semantic Web Company's PoolParty Semantic Suite is strategically positioned to assist companies in the fundamental shift in how knowledge management is driven within organizations. As the conversation about semantic layers now focuses on how to implement them in your organization, the importance of knowledge management facilitated by semantic layers will become increasingly evident in the next few years. Spanning across industries, the core benefit of incorporating a semantic layer is connecting multiple content management systems to enable a unified access of knowledge creating a digital workplace founded on intelligent content.

Learn more about the success of the PoolParty Semantic Layer and a Knowledge Hub at HealthDirect Australia.



Semantic Web Company | PoolParty Web: www.poolparty.biz

Access Innovations, Inc.



Heather Kotula
President & CEO

I was recently asked “what’s going on in the world of discovery and search that’s being influenced or disrupted by AI and ML systems?” Well, everything! Everything to do with discovery and search is and

always has been based on AI systems, an ML component included or not.

AI systems are baked into our everyday lives at this point, but do you know the basics underlying every AI system?

One thing required for any AI: an expert system. An expert system has two components: a knowledge or rules base and an inference engine. The knowledge or rules base is made up of rules based on Boolean syntax: IF/ THEN statements: IF a condition is met (likely a text string), THEN take the action in the rule.

Large tech companies tout their natural language processing and machine learning algorithms. Those algorithms are creating, ultimately, IF/ THEN statements. Furthermore, the rules are created using either forward chaining or backward chaining. Forward chaining starts with the known facts and combines them to reach a conclusion. From forward chaining, we get AI fails along the lines of Microsoft’s ill-fated chatbot that was trained on transcriptions that mimicked the conversation of teenage girls. Backward chaining starts with a goal, makes logical decisions about how to reach that goal, and comes to a conclusion. The challenge with backward chaining is that it ignores data that doesn’t fit getting to the goal, so results are easily skewed.

It’s prudent to make sure you know how rules are being created in your AI.



Access Innovations, Inc.
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Franz Inc.



Jans Aasman
CEO

Embark on a transformative journey with AllegroGraph, the pioneering platform at the forefront of Neuro-Symbolic AI. This revolutionary technology uniquely marries Machine Learning (Neuro AI)

with the precision of knowledge and reasoning (Symbolic AI), setting a new benchmark in intelligent computing. By leveraging the integration of Knowledge Graphs, AllegroGraph ensures AI reasoning is not only contextually relevant but also anchored in factual correctness. This robust foundation empowers organizations to harness AI insights for critical decision-making with unmatched confidence and trust.

AllegroGraph redefines the landscape of Generative AI content creation through its innovative RAG (Retrieval-Augmented Generation), guiding Large Language Models (LLMs) with a reliable ‘source of truth’. AllegroGraph is the industry’s first Neuro-Symbolic AI Platform, adept at tackling complex problems through efficient learning and reasoning. The seamless fusion of Machine Learning and reasoning capabilities within AllegroGraph offers decisions that are not only impactful but also transparent and explainable.

As we venture into the AI future, AllegroGraph stands as a beacon of innovation, transforming interconnected datasets into actionable insights with unparalleled precision and efficiency. Its advanced features facilitate the integration of different AI approaches, laying a solid foundation for groundbreaking applications. Elevate your AI strategy and with the power of Neuro-Symbolic computing.

Explore how AllegroGraph can revolutionize your approach to data analysis and advanced AI development. Visit AllegroGraph.com



Franz Inc.
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MC+A

“AI is Search and everything”



Michael Cizmar
President & Managing Director

MC+A is an independent consultancy with clients worldwide. Since our founding in 2004, we have been laser-focused on delivering solutions that are not just technical exercises or lab experiments but focus on bringing value from organizational data

and transforming it into great end-user experiences.

Tuning AI effectively requires a high performing search infrastructure. This makes “Search” foundational. “Search” is everything, continuing as the forgotten hero of connecting us to information and experiences. It is the magical, not so secret ingredient that makes the internet “work”, driving modern digital experiences to be ‘like Google.’ We consider ourselves experts. We are steadfast, mildly militant, “Search” implementors and advisors to our clients.

A responsive and relevant search infrastructure is a requirement for any AI solution, without it, you are wasting any organizational AI investment. The capabilities that AI and LLMs offer were not possible just a few years ago. But these capabilities are only impactful if you successfully integrate them into your processes and data.

Businesses spend untold millions of dollars creating offerings customers value, and millions more on content and experiences designed to communicate this value. “Search” technology solutions are essential in realizing this value through relevant experiences to a specific customer, in a specific moment.

We are bringing to market the convergence of what is necessary to conduct worry-free AI operations. This combines support services along, with ready-to-run platform capabilities through reference blueprints.

“Search” is serious business, and it’s all we do.



MC+A
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M-Files



Antti Nivala
Founder & CEO

Driving Digital Transformation with Knowledge Work Automation and Gen AI

For businesses that rely on knowledge workers, productivity is critically important to growth and profitability. However, knowledge

workers spend approximately 41% of their time on non-value-added, administrative work, leaving less time for the work that matters most. While essential to keep projects moving forward, it doesn't mean it's the best use of a highly skilled employee's time.

M-Files helps knowledge workers to work smarter by automating the entire information lifecycle across document creation and management to workflow automation, external collaboration, enterprise search, security, compliance, and audit trail. As the leader in knowledge work automation, M-Files is revolutionizing how knowledge workers operate, enabling them to eliminate information chaos, improve process efficiency, and automate security and compliance.

Leveraging the power of automation and GenAI, M-Files provides AI-powered document summaries, language-independent queries, streamlined information searching and discovery, and ensures compliance and security. As a result, knowledge workers can tackle the challenge of information overload head-on, allowing them to concentrate on more strategic tasks that add value to the business and give organizations a competitive edge in today's rapidly changing digital world.

Knowledge work automation has the power to maximize ROI, drive efficiencies, and boost employee satisfaction. With M-Files, organizations can get the most out of their information—automating tasks, processes, and actions so that employees can free up time to focus on what matters most—the aspects of their jobs where they receive the greatest fulfillment. To learn how the M-Files platform can help knowledge workers find information faster and achieve more, visit: www.m-files.com.

M-Files
The Smarter Way to Work.

M-Files
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Mindbreeze



Daniel Fallmann
CEO

Mindbreeze InSpire Powers Generative AI for the Enterprise

Mindbreeze InSpire, powered by Generative AI, is crucial for future success by ensuring the safe use of Large Language Models (LLM) in companies

and any business setting. Mindbreeze InSpire accelerates knowledge gain, reducing the time and effort needed to extract insights from information—no matter where it lies. The AI-driven platform provides personalized and contextual results, interacting with employees and customers in a tailored manner, a handy tool for handling support requests.

The insight engine excels in process automation, streamlining, and automating time-consuming critical business processes. Mindbreeze InSpire AI Chat delivers quick answers to supercharge efficiency in all digital applications. Mindbreeze InSpire supports open standards, allowing users to choose LLMs, such as models from Huggingface, OpenAI or others.

Mindbreeze ensures comprehensible and intelligent answers from LLMs, enabling data protection by controlling the sources from which content is generated. The platform continuously improves through learning and adapting to user needs without transmitting sensitive data to third parties. A relevance model based on machine learning and neural networks analyzes user behavior, predicting relevant content for personalized search result displays.

Overall, Mindbreeze InSpire is a comprehensive and innovative AI solution that optimizes knowledge retrieval and process efficiency while also prioritizing user privacy and customization through open standards and continuous learning.



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Quark Software, Inc.



Martin Owen
CEO

Does Your Content Operations Infrastructure Support Your Future Content Strategy?

Content is the lifeblood of an organization. Yet managing enterprise content is complex, particularly

when regulations, automation and compliance are critical. Businesses have a choice when creating an operations infrastructure to support content strategies, but it must carry the heavy lift, automating each stage of the content lifecycle—from creation to omnichannel publishing—with the power to scale to simplify specific use cases that have board-level significance.

To get on a path to content maturity, enterprises must take a platform & ecosystem approach that transforms the landscape when integrating content automation processes. A platform strategy additionally means they can maximize the opportunity of AI, connecting their own AI services and LLMs to automate content workflows while still retaining data control. This is when enterprises can reap the long-term benefits of an automation platform at the operations core, as it simplifies content complexities, streamlines processes, fosters collaboration and supports an omnichannel output—all crucial to meeting the content needs and digital preferences of your customers.

Quark has utilized its 40+ years of content experience to speak to customers and assess the market requirements for effective content lifecycle management and have aligned to invest and innovate in the platform & ecosystem strategy, with Microsoft integration playing a key factor in this decision.

Our content automation, intelligence and design software offer the most extensible, scalable technology solution for today's enterprises to digitally transform and achieve content maturity and return on investment on a global scale.

Brilliant content that works. That's our mission.



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Upland RightAnswers



Samantha Middlebrook
Senior Director of
Product Marketing &
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Center Productivity

While we've learned a lot about Generative AI in 2023, there's so much we can glean from contact center's AI use when it comes to customer experience. Here are my 2024 customer experience predictions:

Prediction #1: White glove service expectations escalate

Because people have access to the same AI contact centers use, customer service expectations have seen a change. If self-service options don't work, they turn to agents. By the time this happens, they want white glove service. For this, organizations will need to change how they train and support their contact center agents.

Prediction #2: Shift from OpenAI to local BYOAI models

As ChatGPT gets smarter, it produces better results, which is great for consumers. However, there's real concern for organizations around proprietary information like intellectual property, copyrights, ideas, or any other digital knowledge. Concerns over data security prompt a shift from OpenAI to internal BYOAI systems, safeguarding proprietary information.

Prediction #3: Move from augmented AI to augmented reality

The rise of augmented reality technology, like smart glasses, will change the way people see customer service. To provide exceptional customer experience, augmented AI can be used with human agents. This enhances services by automating mundane tasks to free up agents for complex issues.

Prediction #4: Explosion of service touchpoints

As AI evolves, customer service expectations will see a change. Evolving AI capabilities enable constant customer connections, prompting contact centers to integrate diverse AI types for enhanced service delivery, reflecting the growing demands of modern consumers.

RightAnswers

To learn more about

Upland Software - RightAnswers:

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Swirl



Sid Probststein
President

Winning with Enterprise Federated Search and Retrieval Augmented Generation

How to Use AI Safely in Your Business

Modern enterprises deal with an overwhelming amount of data. Information is fragmented across countless systems, from

cloud-based applications and data stores to legacy on-premise databases and content repositories. It's a needle-in-a-haystack scenario—employees waste countless hours hunting down the right files, answers, and insights. Used safely, AI can accelerate business efficiency and productivity.

How to Use Retrieval Augmented Generation Safely in Business

Retrieval Augmented Generation (RAG) is a powerful technique that combines the benefits of large language models (LLMs) and federated search to provide personalized and real-time generative AI solutions. RAG can handle complex queries and generate new content, insights, or actions from multiple information sources, such as databases, documents, websites, and APIs.

However, using RAG in the enterprise also poses some challenges and risks, such as:

- ◆ **Data security:** How to access and process sensitive and confidential data without compromising its integrity or confidentiality.
- ◆ **Data verifiability:** How to provide evidence and explanations for the generated results and ensure their accuracy and relevance.
- ◆ **Data personalization:** How to tailor the generated results to the user's preferences, context, and goals.

To address these challenges and risks, enterprises are seeking solutions like Swirl that have the following characteristics:

- ◆ **Secure query processing:** The solution should move the query to the data source rather than the other way around and use encryption and authentication to protect the data transmission and processing.
- ◆ **Provenance and attribution:** The solution should provide the source and origin of the data used for generation, as well as the rationale and logic behind the generation process.
- ◆ **Advanced Search Capabilities:** To support the user, the solution should use advanced NLP and search techniques to understand the user's query, evaluate the data source, and generate the desired output.



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