KNOWLEDGE MINER

INSIGHT FROM YOUR UNSTRUCTURED BUSINESS DATA IN A SINGLE SEARCH

Harness the power of GPT for your business securely

Search through thousands of documents intelligently

Accessible to your entire organisation through custom search interface

ARE VALUABLE BUSINESS INSIGHTS LOST IN YOUR ORGANISATION'S DOCUMENTS?

PDFs, scanned letters, images, handwritten notes, typed memos and more - your business has hundreds of thousands of documents. They're useful to you in so many ways – but getting to the heart of what you need to know is no easy task. You have questions and the answers are locked away inside this unstructured data. Tracking down information by reading through each individual piece is a lengthy process and could mean something vital is missed. Traditional search functions will only seek out keywords, and beyond finding the location of the document you might need, it cannot extract the details that are useful to you.

Elastacloud's Knowledge Miner leverages both Microsoft Cognitive Search and OpenAI to offer advanced search capabilities, organise your data and make it more user-friendly. Our tool can process your information, in all its forms, into a single searchable web browser where you can find the information you need at any time. Like an internal ChatGPT for your business, you can interrogate your documents intelligently, with a bespoke User Interface for a seamless user experience. The insight leveraged from your data can be used however you need; to breathe intelligence into your business analytics, to speed up processes, or accelerate your decision making.

NEW FEATURES ENABLED BY OpenAI

- INTELLIGENT SEARCH
  OpenAI's powerful GPT and Embeddings models has boosted search and information retrieval capabilities
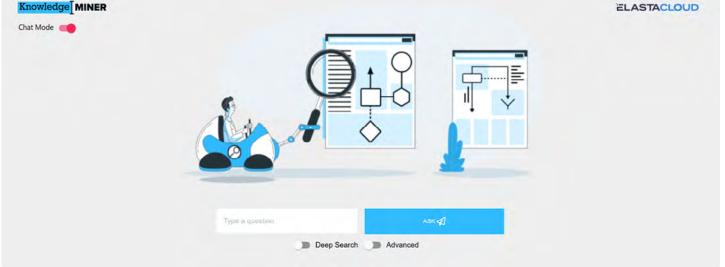- CHAT MODE
  Instead of a search term, ask Knowledge Miner a question and have it answer your question in natural language
- DOCUMENT SUMMARISATION
  Ask Knowledge Miner to read and summarise a specific document in seconds

TECHNOLOGY AT THE HEART

- CUSTOM WEB UI
  You input a question or request
- AZURE COGNITIVE SEARCH
  Gathers relevant content from your data in answer to the prompt
- AZURE OpenAI
  GPT generates an intelligent response based on the content found

> *Like an internal ChatGPT for your business – interrogate your documents intelligently*

ROADMAP: THE ROAD TO INTELLIGENT SEARCHING CAPABILITY

STEP 1: DATA COLLECTION
Your documents are collated

STEP 2: DATA PROCESSING
We extract and structure data so AI can analyse it effectively

STEP 3: ANALYSIS WITH AI
Relevant AI techniques applied according to each data type

STEP 4: KNOWLEDGE INDEXING
Results organised for quick retrieval

STEP 5: YOUR DOCUMENTS ARE FULLY SEARCHABLE
Ask questions via your custom search interface

SECURITY

- **CYBERSECURITY EXPERTS:**
  Elastacloud have over a decade of experience working with data in the cloud, and the highest standards of care for client data

- **SECURE DATA HANDLING:**
  The power of OpenAI's GPT is harnessed safely, without your data ever leaving your business

- **AI CONTENT TRACEABILITY:**
  Users can trace all AI generated content back to the source documents it was generated from, allowing you to validate accuracy and prevent misinformation

CASE STUDY

HomeServe is a multi-national home emergency repairs and improvements company that generates a significant volume of documents including policies, claims and complaints.

CHALLENGE

HomeServe had identified the need for a search capability so that customer service agents could quickly locate the documentation they needed.

SOLUTION

Elastacloud built the search service, as well as contributing to the architectural design of the storage system, plus the front and back end of the web application supporting the new functionality. A fully bespoke platform was delivered within 10 weeks.

IMPACT

Over 20 million documents have been stored, indexed and made more searchable. Customer service teams can track down the information they need about clients quickly and seamlessly.

WHO ARE WE?

Elastacloud are data pioneers, designing and delivering world-class, enterprise-grade solutions that unleash the power hidden within data. United by a culture of pioneering for the greater good, we fuse data science, intelligence, and innovation, to enable businesses to accelerate transformation, achieve strategic outcomes, meet goals faster, and benefit from the game-changing insights that their data can provide.

LIKE WHAT YOU SEE?
Explore the possibilities for your businesses