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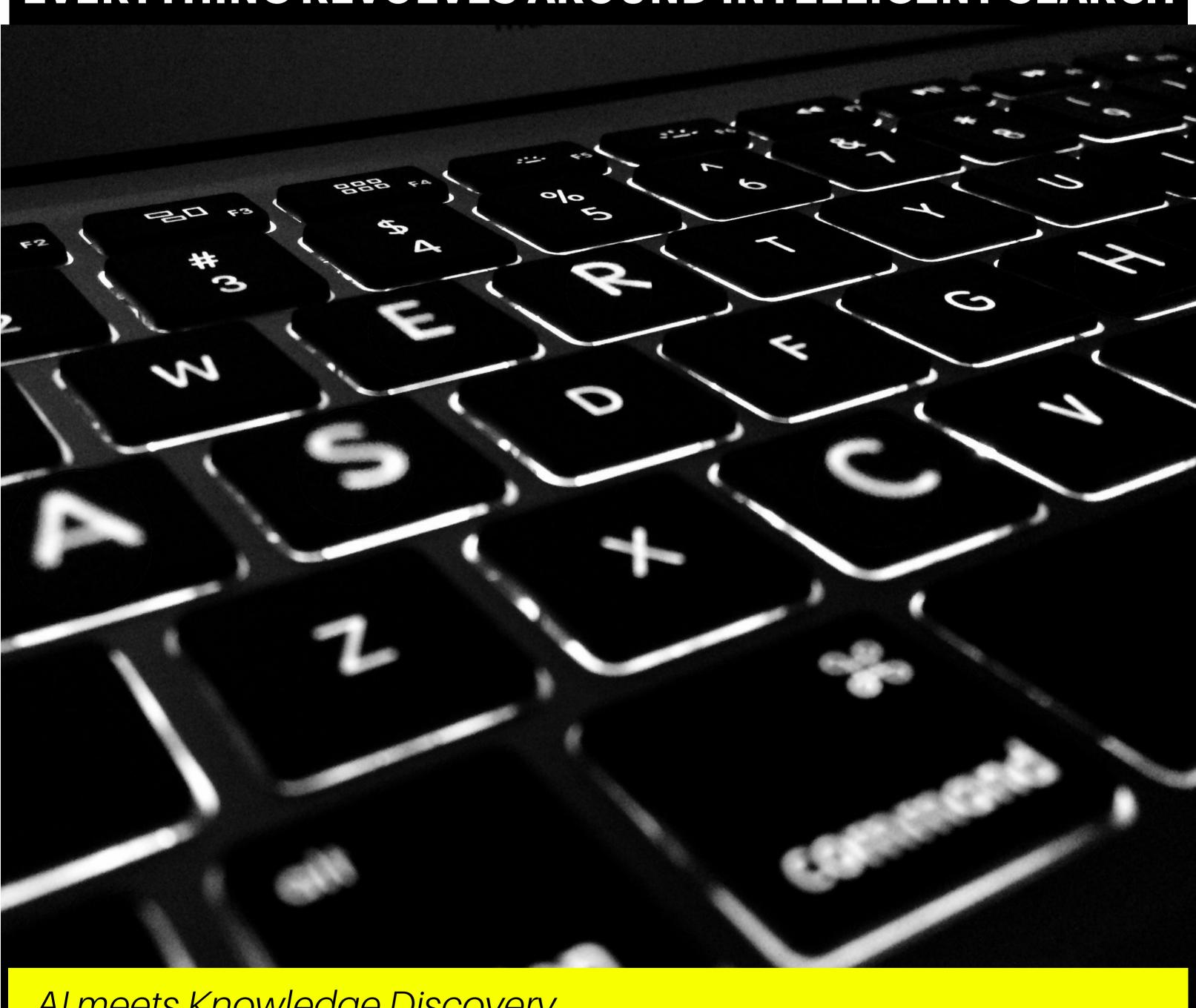# Search365 Analytics Platform

EVERYTHING REVOLVES AROUND INTELLIGENT SEARCH

AI meets Knowledge Discovery.

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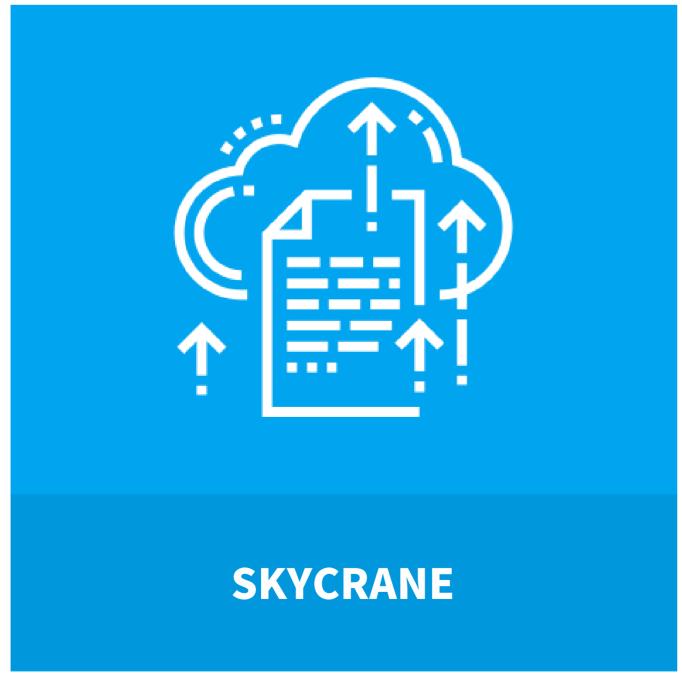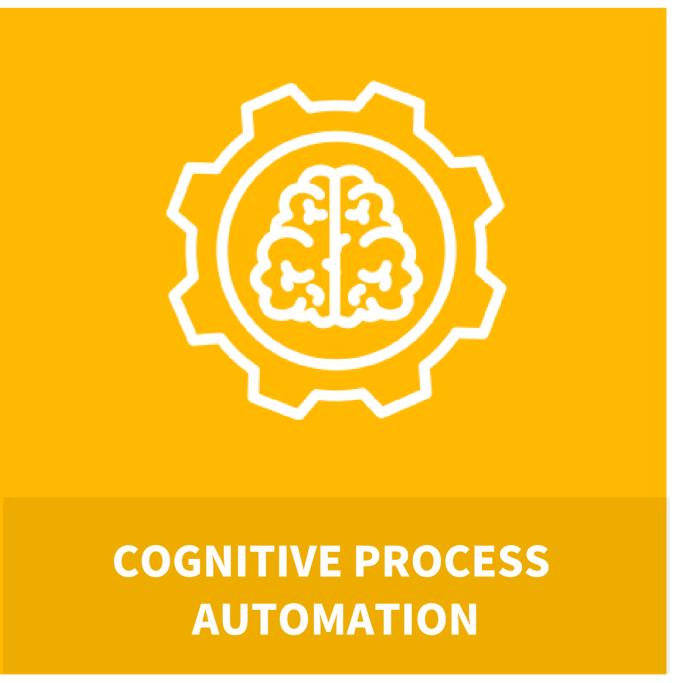## EVERYTHING REVOLVES AROUND INTELLIGENT SEARCH

KNOWLEDGE MINER

AZURE SEARCH365

SKYCRANE

COGNITIVE PROCESS AUTOMATION

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Knowledge Discovery Powered by AI

Enriching Question and Answer Search

Our team has decades of search expertise, providing knowledge discovery solutions for leading organisations across multiple sectors. Search365 is trusted with delivering services to some of the biggest financial services clients, together with numerous federal government agencies solving their information discovery challenges.

Our Azure Search365 app is coded and configured to guarantee high quality optimised search outcomes. Trained in natural language processing, the AI within Azure Search365 communicates directly with files in over 400 formats, capable of reading documents and images to deliver relevant results fast and always in context to the user's questions.

The Azure Search365 security framework ensures that only those who have the permissions to access private files and documents have the ability to retrieve results from such files. A user with different permissions will get different answers to questions based on their access group or permission rights. Our clients trust Azure Search365 to uphold security and confidentiality in management of sensitive data, with extensive audit capabilities out the box.
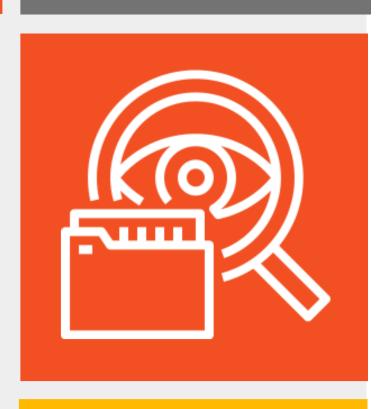
Search365 is a Microsoft Gold ISV Partner and Azure Search365 is being developed in tandem with the Microsoft Engineering teams in Redmond, driving our product enhancement and development.

Azure Search365 is enriching the search experience for users and improving search outcomes through our AI enrichments which are configured to suit each specific client requirement.

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KNOWLEDGE MINER

Revolutionary Question & Answer File Search

Energise your Chat Bots

Knowledge Miner is a sophisticated information discovery tool capable of real-time file search and response. Knowledge Miner gives your Chatbots the power to talk directly to documents of polices and procedures, delivering real-time answers to user requests across big data.

It is not uncommon for a Chatbot user to frequently struggle in finding the right answers to their questions. The experience of engaging with a Chatbot is often challenging when answers to requests are not precisely delivered. Search365 have revolutionised the way Chatbots are able to handle question and answer through document search. The sophisticated deep machine learning of Knowledge Miners AI transforms Chatbots to become your very own virtual research assistant that understand your language.

Search365 have eliminated the need for manual data classification that many teams turn to in order to organise its data. The approach of organising a large corpus of unstructured data with human-in-the-loop process is not only time-consuming but also costly and burdened with metadata inaccuracies. Knowledge miner, powered by AI data curation, applies cluster-based labelling, indexes large scale datasets and quickly organises unstructured data.

The AI powered Chatbots within Knowledge Miner interpret the context of a users question and are trained to read and understand natural language. They understand the intent of the user and deliver the document, page and paragraph with precise answers to the request submitted. In real-time, the Chatbots give the user intelligent responses to their questions and also provide further helpful information related to the answer.

Knowledge Miner - the fastest, most sophisticated information discovery application on the market.

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SKYCRANE

Intelligent Cloud Migration Solutions

Simplified Data Upload

A data migration tool built to interact with all data types and data sources. Skycrane has the unique ability to segment data prior to upload, ensuring unstructured data is spring cleaned before it is sent to the cloud.

Skycrane has been purpose built to extract specific data files from existing legacy systems based on user request and upload them into the cloud. Embedded within Skycrane is a sophisticated business continuity solution which works in real-time ensuring continuous data availability throughout the extraction, clean-up and migration exercise.

When companies are moving their data into the cloud, Skycrane ensures that the data can still be interrogated throughout the process, ensuring business continuity. Whether the data is located on local storage systems on the premises or whether the data has already been migrated to the cloud, Skycrane ensures that all data-sets, files and images are always accessible.

Our clients are now able to replace their legacy systems, which has been welcomed with open arms due to the continuous maintenance legacy systems typically require, in addition to the challenges of having to perform manual data back-ups. Skycrane has been trained to understand the structure of existing data security models within a target system and build an exact replication of this model within a bulletproof cloud data vault.

Skycrane extracts all the data from legacy systems and stores it in a secure, searchable format in the cloud. All of the historical data is structured by replicating the same security models as per current legacy systems, ensuring that all legacy application data can always be found. In this instance, the major benefit of Skycrane is that companies are able to retire their costly legacy systems, maintenance and associated licensing fees.

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COGNITIVE PROCESS AUTOMATION

Natural Language Processing and Text Analysis

Providing Intelligent Automation at Scale

Utilizing Search365's Cognitive Process Automation, we are able to combine the best of AI, Natural Language Processing, and Text Analytics to drive business process automation. Using our technology, our customers are able, to radically improve the efficiency of document / file and email driven process workflows that in the past required intensive human intervention to determine next steps, and to trigger downstream processes.

An example of this for the Insurance industry is the automation of inbound email processing. By using sophisticated AI entity extraction and advanced document classification models we are now able to automate over 400,000 inbound emails a month for one specific customer. This massively improves the efficiency of process flows within an organization, ultimately increasing customer satisfaction through reduced processing and response times.

With the continual advancement in system and process automation across the enterprise corporate domain today, our Cognitive Process Automation agent is carving out an important niche for itself within the feature set of enterprise service management platforms, sitting pretty alongside core platforms of all shapes and sizes.

Using CPA our process automation experts work together with our customers to define best possible integration paths, delivering a wide variety of seamless automated workflows that quite literally revolutionize the handling of modern day, business operations. Embedded within our core suite of products Cognitive Process Automation is truly changing the way things are done in the engine rooms of some of the largest and most complex organizations here in Australia.

For organizations looking to improve efficiency and embrace the great benefits now available from automation, AI, Natural Language processing and text analytics Cognitive Process Automation is a must.

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Mission Critical Search and AI

We provide solutions to corporate and government clients, a product suite of smart AI machines for mission-critical applications.

Enterprise businesses are able to make use of massive data, ensuring that it is always accessible and maintained in a bulletproof secure environment.

Our suite of Apps.

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Search365 is information discovery.

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