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NASA Safety Center (NSC) Case Study: Intelligent Search delivering Safety and Mission Assurance to 23,000 Users Enterprise Wide

Country

United States

Industry

Federal

Client Profile

The NASA Safety Center (NSC) was established in October 2006 to support the safety and mission assurance requirements of NASA's portfolio of programs and projects. <http://www.nasa.gov/offices/nsc/home>

Business Situation

The organization wanted to improve collaboration across the 23,000 strong workforce, improving findability, effectiveness and information sharing in a controlled and secure environment.

Solution

NSC chose a robust, scalable integrated collaboration and search solution, with the unique ability to extract concepts from content "compound term processing", so significantly improving search results.

Benefits

- Accuracy of search
- Relevance of results
- Confidence in data
- Increase in quality of data for decision making

"With the integration of the Concept Searching intelligent search capability, Triune Group was able to provide us with a robust and scalable collaboration tool that delivers not only powerful advanced searching capabilities, but also a controlled and secure environment."

Brian Follen

NASA Safety Center (NSC) KnowledgeNow Program Manager

Situation

Based in the Ohio Aerospace Institute, the NASA Safety Center (NSC) reports to the Office of Safety and Mission Assurance at NASA Headquarters, Washington, DC.

The NSC provides services for the Safety and Mission Assurance (SMA) community, the NASA management team and NASA employees, to foster success through:

- Technical excellence for the SMA community
- Knowledge capture and dissemination
- Coordinated audits and assessments
- Mishap investigation support

With an increasing requirement to effectively share and disseminate mission critical information and technical excellence, the NSC wanted to implement an intelligent search solution as an integral part of its collaboration platform, enabling collaboration across disparate work groups and some 23,000 users.

Solution

The NSC turned to Triune Group to replace their existing collaboration suite.

Recognized as a leader in the knowledge management field, Triune Group prides itself on the depth and breadth of its experience, and the wide array of technological specialties and proficiencies that it relies on to achieve success.

Triune Group needed an advanced, robust search capability to integrate into its offering, so embedded Concept Searching's intelligent search application, conceptSearch, into its KnowledgeNow (KN) collaboration platform.

The KnowledgeNow application provides capabilities such as document management, discussion forums, wikis, blogs, program management tools, and professional networking through a community of practice model.

And conceptSearch enables the discovery of internal content. Its advanced search capability is widely used within the Federal Government

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“Due to Concept Searching’s straightforward design, integration into our environment was very easy and we were able to provide much more than a basic search results list; we were actually able to categorize the search results by content type - documents, forums, communities, people, action items and wikis.”

Douglas Book, President and CEO,
Triune Group

Software and Services

- conceptSearch
- KnowledgeNow (KN)

Partner

Triune Group

<http://www.triunegroup.com>

<https://www.knowledgenow.net>



Microsoft Partner

Gold Independent Software Vendor (ISV)
Silver Content Management
Silver Search
Silver Portals and Collaboration

and Department of Defense due to its unique ability to extract concepts from content “compound term processing”, significantly improving search results.

Triune Group integrated its collaboration applications with Concept Searching’s search engine, and installed the solution on NASA servers at the Glenn Research Center in Cleveland, Ohio.

Benefits

The new system, called NASA Safety Center KnowledgeNow (NSCKN), currently supports over 23,000 registered users in more than 830 virtual workspaces and communities of practice.

The goal was to replace the existing collaboration tool used by the NASA Safety Center. With the integration of the Concept Searching intelligent search capability, Triune Group was able to provide a scalable, robust collaboration tool that provides extremely powerful advanced searching capabilities.

When a search is executed, the user can choose which workspace to search in, but the beauty of the system is that it honors all the existing permissions. This provides logged in users with a comprehensive search across the entire system, but displays only content they are permitted to see.

One of the reasons the NASA Safety Center wanted to move to the integrated solution was because its communities were not truly closed. So control was a benefit of the new system, allowing users to appropriately access relevant information.

It was also possible to effectively and accurately create additional communities in the post migration stage of the implementation.

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The relevance and quality of data was enhanced significantly, alongside confidence in the accuracy of both content and control.

The KnowledgeNow and conceptSearch solution easily integrated with the NSC’s other internal communication systems. With the added benefit of being an extremely scalable solution, the NSC can enjoy the longevity of its new system.

About Concept Searching

Founded in 2002, Concept Searching provides software products that deliver conceptual metadata generation, auto-classification, and powerful taxonomy management from the desktop to the enterprise.

Concept Searching, developer of the **Smart Content Framework™**, provides organizations with a method to mitigate risk, automate processes, manage information, protect privacy, and address compliance issues.

Concept Searching is the only platform independent statistical metadata generation and classification software company in the world that uses concept extraction and compound term processing to significantly improve access to unstructured information.

Headquartered in the US with offices in the UK, South Africa and Canada, Concept Searching solves the problem of finding, organizing, and managing information capital far beyond search and retrieval.

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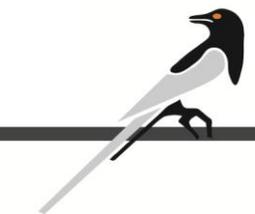
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