

conceptSearching



Triune Group Case Study: Integrated Knowledge Management and Intelligent Search Solution Increases Search Quality

Country

United States

Client Profile

Triune Group is a Knowledge Management and Collaboration company. It helps organizations successfully implement knowledge sharing technologies and processes, for both internal and external uses.

<http://www.triunegroup.com>

<https://www.knowledgenow.net>

Business Situation

Triune Group integrates its extensive Knowledge Management expertise and technology solutions with Concept Searching's intelligent search and classification capability.

Solution

NASA Safety Center (NSC) chose a robust, scalable integrated collaboration and search solution, with the unique ability to extract concepts from content compound term processing, significantly improving search results.

[NASA Safety Center Case Study](#)

Benefits

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

“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 able to categorize the search results by content type - documents, forums, communities, people, action items and wikis.”

Douglas Book, President and CEO, Triune Group

Situation

A Concept Searching integration partner, Triune Group helps organizations to successfully implement knowledge sharing technologies and processes.

With over 10 years of experience in Knowledge Management, Triune Group has tools to assess and lead organizations to higher levels of collaboration and information sharing, both internally and externally.

Triune Group’s technology independent approach to Knowledge Management is focused on how knowledge sharing fits into an organization’s mission and vision; it should be built into daily work processes, and not be regarded as a side project.

The company has developed a successful Knowledge Management methodology framework, leveraged to help some of the largest organizations in the world increase collaboration and knowledge sharing, tying collaboration to current business objectives.

Triune Group’s specialized services include collaboration workshops and training, a Knowledge Management Maturity Model, which analyzes information sharing effectiveness, and a Knowledge Retention and Transfer process to capture key employees’ insights and experiences, and make them available throughout the organization.

Solution

Information Technology

Triune Group brings broad Information Technology experience to any relationship, with enterprise experience in:

- Enterprise System Development
- Custom Software Development
- Systems Integration
- IT Infrastructure Support
- Software Engineering
- Cyber Security
- Information Assurance
- Support Center Services

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Douglas Book, President and CEO,
Triune Group

Software and Services

- conceptSearch
- conceptClassifier for SharePoint
- conceptTaxonomyWorkflow
- conceptContentTypeUpdater
- KnowledgeNow (KN)
- Collaboration Workshops
- Training
- Knowledge Management Maturity Model
- Knowledge Retention and Transfer Process

Smart Content Framework™ Building Blocks

- Metadata
- Insight
- Governance
- Policy



Microsoft Partner

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

KnowledgeNow

Triune Group’s extensive experience providing Knowledge Management solutions and services led to the development of a scalable Web 2.0 collaboration suite, KnowledgeNow (KN), which is in use in several organizations in the commercial space, as well as in the US Air Force, and the NASA Safety Center (NSC).

KN allows people to share tacit knowledge and explicit content across any network or geographic boundary. It uses a Virtual Workspace model to empower people to interact, collaborate, and find knowledge resources.

The KN suite features include Document Management, Discussion Forums and Blogs, Wikis, Project Management, Community Calendars, and a Learning Management System.

Integration

By integrating conceptSearch into its solution offering, Triune Group found that, due to Concept Searching’s straightforward design, integration into its environment was very easy. And it was able to provide much more than a basic search results list, categorizing results by content type, leveraging the Metadata and Insight building blocks of Concept Searching’s **Smart Content Framework™**.

Also integrating conceptClassifier for SharePoint addresses Governance and Policy. This goes beyond the identification of concepts, records and privacy, and utilizes the technologies to effectively process the information and disposition through automatic application of policy. These advanced capabilities are being implemented as an integral part of other client engagements.

Benefits

For 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.

The system, called NASA Safety Center KnowledgeNow (NSCKN), replaced an existing collaboration tool, and currently supports over 23,000 registered users in more than 830 virtual workspaces and communities of practice. Find more details in the [NASA Safety Center Case Study](#).

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.

<http://www.conceptsearching.com>

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