Advanced search, knowledge discovery, and analytics for your managed content

Uncover the knowledge in your organization with a deep understanding of text and rich media stored across your organization's repositories

Benefits

- Discover AI insights across all content
- Prepare content for GenAI to boost productivity
- Identify and protect sensitive information at scale

Vast amounts of content in existing systems and business applications make it nearly impossible for employees to understand and gain actionable insight from content. In fact, 54 percent of customers say lack of resources, knowledge, products, and organized data to feed AI are the biggest hurdles to benefitting from AI. The pace of collaboration, sprawling content, and the need to move quickly means organizations need a better conceptual overview and more rapid understanding of their content repositories. Users need to be able to work at a language and logic level of understanding for all content types, such as text, images, audio and video and integrate in a business-relevant way with key business applications and applied, AI-enabled processes.

By unifying text, audio, image, and video analytics OpenText™ Knowledge Discovery (IDOL) unlocks hidden insights by revealing trends, patterns, and relationships. With more than 160 data repositories behind and beyond your firewall and more than 2,000 supported data formats, OpenText Knowledge Discovery understands the content you have in its current repository and gives you the confidence and control you need to enrich metadata, protect sensitive content, and act on critical revelations.

To accomplish this, OpenText Knowledge Discovery draws on more than 25 years of applied research and development in artificial intelligence, machine learning, statistical techniques, visualization, and scalable information systems. With OpenText Knowledge Discovery you can draw on hundreds of patented recognition and analytics functions and an open and scalable architecture to understand practically any body or library of text or rich media, no matter the industry, organization, or business process.

Discover insight from all enterprise content

Actionable insights and sophisticated, language-independent semantics can now be mapped across siloed repositories. These concepts and relationships can then be visualized, investigated, reviewed, and even actioned in OpenText Knowledge Discovery's secure, scalable environment. Users can combine content from productivity apps such as Microsoft 365® to vast libraries of images, video and audio through object detection, facial recognition, and audio transcription to form a deeper understanding of nearly anything in the network.

Content can remain in its original repository, such as OpenText, Microsoft, or gathered directly from the web, bridging information silos and understanding content without relocation, replication, or disruption. OpenText Knowledge Discovery provides unified text, audio, image, and video analytics for more than 2,000 data formats and access to more than 160 data repository types including:

- OpenText™ Content Management
- OpenText™ Documentum™ Content Management
- OpenText™ Core Content Management
- OpenText™ Information Archive
- Microsoft® SharePoint® and Microsoft Teams®
- Google Drive™ and Google Chat™

Prepare content for GenAI to boost productivity

GenAI can expose issues with current information management implementations, such as oversharing, unknown content, and sensitive information. Content repositories need to have rich metadata and organization and have secure data removed or otherwise protected before GenAI can be safely and effectively introduced to a broad or public audience.

Enrich and protect content so that it's GenAI-ready. Identify content types and concepts, create rich metadata, categorize it into topical groupings and review content before moving it to a GenAI application. Identify sensitive data, such as regulated PII, healthcare info, or other proprietary data, to protect it from data leaks.

Protect information with enterprise-grade security

Protecting confidentiality within an organization is critical to effective operations. Security mapped with OpenText Knowledge Discovery enables the preservation of security entitlements. Synchronized updates of such entitlements ensures users only access the right information while simultaneously safeguarding sensitive data.

RTVE - RTVE is the national public broadcaster of Spain and holds more than 50 years of rich media and text assets. OpenText Knowledge Discovery streamlined searches of more than 20 million assets and revolutionized production efficiency.

https://www.opentext.com/customers/rtve-spain

Kainos Evolve – The UK's leading EMR company used [OpenText Knowledge Discovery] to create its flagship product Evolve EMR, which is not only leading its own digital revolution but also supports vital analysis of healthcare data.

https://www.opentext.com/customers/kainos-evolve

OpenText Knowledge Discovery brings order to and prepares content for GenAI. The comprehensive solution provides deep AI & ML capabilities including metadata enrichment, document classification and categorization, document review and tagging, and rich media analytics for any repository and any file format.

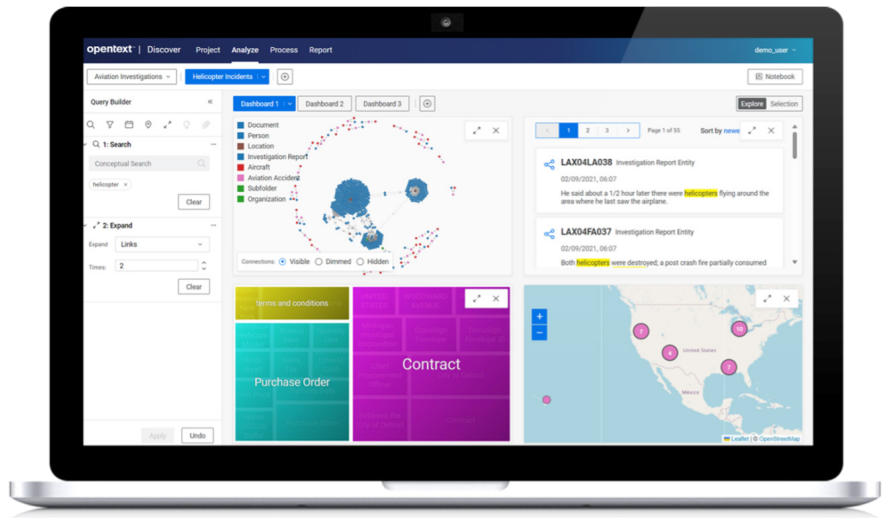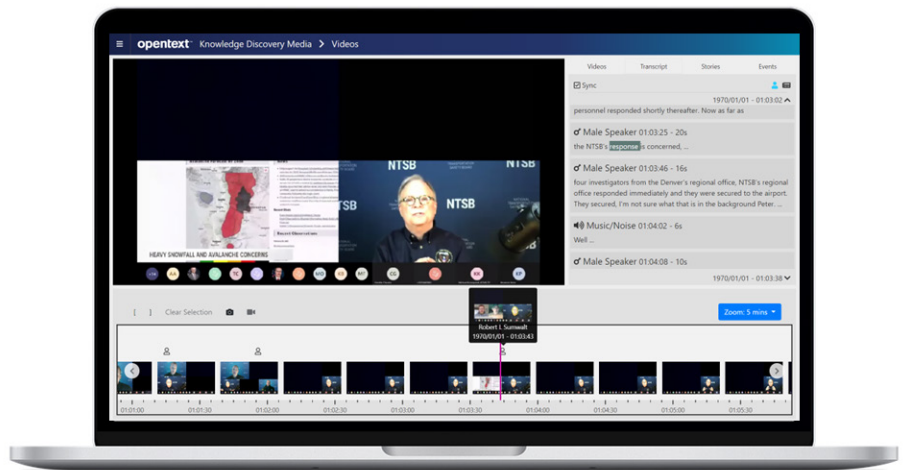| Features	
Knowledge graph	Uses advanced graph analytics technology to discover relationships between entities that lead to richer and more impactful knowledge discovery.
Sensitive data identification	Enables explicit targeting of personably identifiable information (PII, GDPR, CPPA) to simplify compliance.
Natural language question answering	Accepts queries in natural language, improving response accuracy for users by matching prepared answers to common user queries in large-scale search applications.
Automatic query guidance	Groups search results into dynamically generated categories so you can quickly narrow down a search set.
Hyperlinking	Displays links to files of varying formats (including audio and video) that are conceptually related to the document you are currently consuming.
Categorization and channels	Organize content according to predefined or dynamically generated categories for easy navigation.
Eduction	Automatically identifies and extracts terms in documents that lend themselves to key fields, such as the names of companies or people, locations, addresses, and telephone numbers.
Sentiment analysis	Determines the degree to which a given text's sentiment is positive, negative, or neutral for the entire content or a segment of the content.
Connectors	Provide access to various content sources including content management, social media, mail, databases and more
Open architecture	For easy integration, high availability, and scalability.

Figure 1 Discover UI showing rich analytics

Figure 2 Rich media analytics, audio to text, Image and video analysis
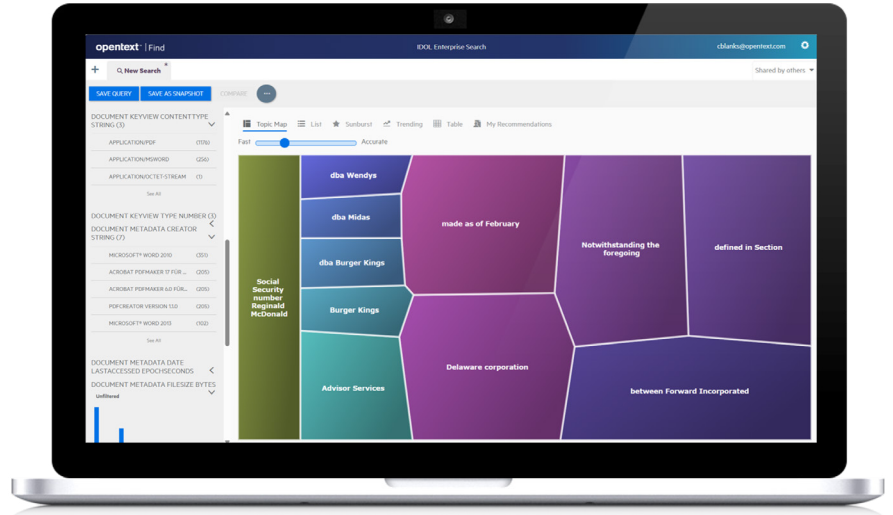

Figure 3 Multilingual Support within the Find UI

Resources

Figure 4 Multi Document Type Tagging

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