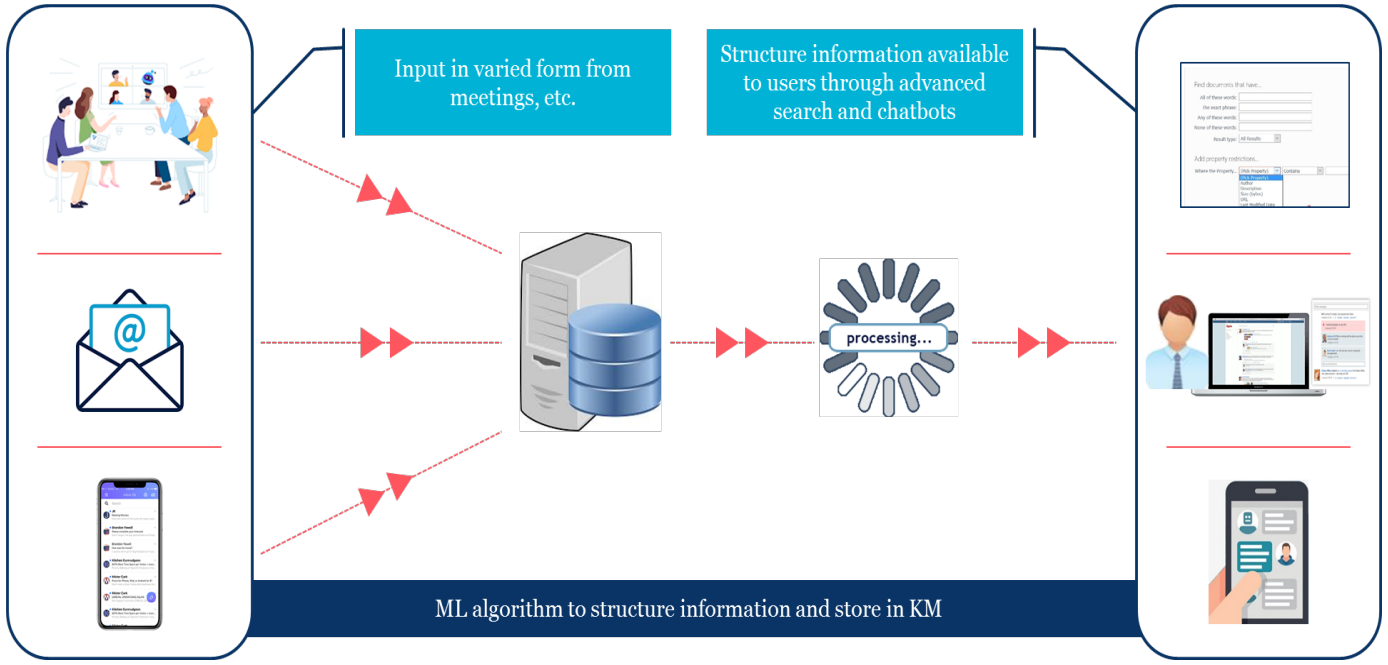
Implementation of Artificial Intelligence based Cognitive information stores for a structured knowledge capture

Customer Need

- There was no standardized way to capture tacit knowledge, and the process of doing so was person dependent, due to which the knowledge captured was incomplete and unstructured
- The existing content management system was not user friendly and users weren't motivated to use it



Solution Approach

- Genpact implemented a new knowledge system through Information Architecture Design, Knowledge Management system implementation and user interface creation.
- Genpact created templates for different asset types and ported the existing documents in those templates. These updated documents were then uploaded in the knowledge system using relevant tags that would help in quick information retrieval.
- The new knowledge management system was then digitized by using machine learning algorithms that could decipher unstandardized user inputs in the provided templates and tags, and convert it to a standardized tagged format for easy and predictive retrieval of information.
- The end users could request required information using advanced search and chatbots.
- Machine learning over a longer period of time would predict user needs and provide suggestions on which documents to access for a specific user.