



Improve Research Effectiveness with Text Analytics

Challenge

- Over 10,000 researchers in one organization
 - Struggle to collaborate at scale
- ~1000 new research papers submitted/day
 - New discoveries
 - New work completed
- Requires a team of “indexers”
 - Read, tag, categorize, & organize all research
- Manual tagging slows down collaboration

Solution

- Researchers upload work via web portal
- Text analytics eliminates manual tagging
 - Topic analysis performed
 - Categories and meta-tags applied to documents
 - Auto-routes to right area of research library
- Model offers high degree of explainability
 - Process managed by non data scientists
 - Easy to tune and update

Impact

- Reduce millions in cost
 - Mostly through improved efficiency
 - Reduced manual work
- Dramatic increase in cross-team collaboration
 - Noticed broadly across global organization
- Additional cost savings identified
 - Near real-time updates
 - Better visibility into ‘related’ projects
 - Eliminated duplicate research efforts

Problem type: Text analytics

Universal relevance: AI is often applied to tasks that need to be done better, at scale. In this case, AI is helping a large group of people index and collaborate more efficiently over a massive body of text. Other examples patent portfolios, intellectual property libraries.