

Kapow

Content Processing for a “Single Version of the Truth” Saves Millions

Leading global pharmaceutical company brings thousands of unique data stores into a single knowledge management structure for easy information retrieval.

Industry

Pharmaceutical

Solution Area

Content Migration

Client Profile

One of world's largest global pharmaceutical companies

Challenge

- Implement an effective, consistent way to make all technical process knowledge easily searchable
- Prioritize, classify and tag almost two million documents dispersed across multiple locations

Solution

- Automate document inventories, prioritization, taxonomy and classification, content processing, bulk reclassification and retagging
- Facilitate content cleanup, de-duplication, exception and error handling, and content remediation

Benefits

- Saves over one thousand knowledge workers significant time and avoids errors and rework
 - Reduces document processing costs from \$4.00 to between \$0.05 and \$0.40 per document
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Knowledge is a vital asset for today's leading pharmaceutical companies. Managing and leveraging this knowledge effectively is crucial to a company's success. Without this, significant time is spent looking for information, recreating work and possibly repeating mistakes leading to lost sales, missed opportunities and excess overhead. One leading pharmaceutical company relies on Kapow Software to effectively help leverage the company's key manufacturing technical knowledge.

The Challenge

The organization depends on its ever-growing store of technical process knowledge to resolve issues faster and collaborate better. Without timely access to the right knowledge, schedule delays and resource costs can quickly escalate into multi-million dollar losses.

To improve its capabilities for technical problem-solving, this organization's strategy focused on finding a better way to store and retrieve the technical process knowledge created daily that was needed to support the engineering process. They increased the success rate of finding newly created content by greater than 70 percent. However, one big drawback remained—critical technical process knowledge about their top products remained dispersed across multiple SharePoint sites and File Shares, an estimated 20,000 unique assets, comprising almost two million documents. Each product could have up to 15,000 relevant documents.

To make things even more complex, each team site had different standards, information structures, kinds of content, metadata and access rights. Essentially each team had a unique knowledge silo. Consequently, finding the right document was not easy as traditional search capabilities were inadequate and content duplication over time left users unsure if what they had found was the latest document or not.

The organization's challenge was to find a way to bring all technical knowledge into a single store to better manage the content. The ultimate goal was to ensure information was consistent and based on a standardized template, was an integral part of the process flow and had been assigned the proper taxonomy to ensure quick retrievability.

Case Study

Kapow

“Kapow integrates well with many other components and manages a number of complexities nicely, such as deduplication of content and navigation across non-standard content sources. Everything was configured in a visual way, not custom coded, so when we add a new capability, it can be adapted quickly without a lot of effort.”

— IT Director

“Not only are we delivering business value that is much faster than people expected, but we are doing something innovative here. I firmly believe we can expand and scale this into a significant enterprise opportunity.”

— IT Director

The Solution

The solution had to be able to analyze the various data stores to quickly find and associate content that belonged with a particular development product, classify it against a pre-defined set of taxonomy and business rules and ultimately process it onto the new knowledge platform in a standard manner. To accomplish this, the company selected Kapow Software as the automated workflow and content processing engine to complement a semantic classification solution.

Using the combination of Kapow and the semantic classification product, the organization can now process content from across all the legacy sites, regardless of version or structure. This helps the team locate content they would not have been able to find manually, then automatically prioritize, classify, tag and transform the content to the new location. In addition, the process also facilitates cleanup, deduplication, exception and error handling, as well as remediating content from the original locations so the new knowledge platform holds the “single version of the truth.”

The Result

Bringing together the company’s manufacturing technical knowledge into a single location will have far-reaching effects and significant synergies for product development. Knowledge workers will spend less time searching for information, conservatively estimated at ten percent better overall resource utilization for over one thousand knowledge workers. Less need to recreate information will also reduce time and resource waste significantly and cut down on unnecessary repetition of experiments. Costs to process documents will be reduced from \$4.00 (manual) to between \$0.05 and \$0.40 per document. Given these benefits, payback on the investment is expected to be 1.5 years.

The Future

As the company continues to refine its knowledge management strategy, the extensibility and flexibility of the content processing solution as supported by Kapow will enable the organization to adapt to evolving business requirements, including managing data at the original sources and being able to reprocess content as taxonomy and business rules change over time.



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About Kapow Software

Kapow Software™, a Kofax company, delivers an agile data integration platform that enables organizations to nimbly extract and act on critical information from disparate sources and make it actionable. With its robust and high performance integration engine and intuitive visual design and run-time environments, data integration workflows can be built, deployed, and delivered as lightweight application for business consumers to consume, explore and interact with data results. Data-driven organizations across industries rely on our data integration platform to make smarter decisions, automate processes, and drive efficiencies faster and more affordably. For more information, please visit: www.kapowsoftware.com.

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