KMWorld
Trend-Setting
PRODUCTS OF
2022

The past 2 years have only hastened the need for digital transformation, and knowledge management is top of mind for many organizations today.

AI, natural language processing, machine learning, knowledge graphs, cloud computing, low- and no-code development platforms, solutions for remote and hybrid work, and more are shaping the capabilities of products and services for 2022.

Our new hybrid reality requires equipping teams with collaborative capabilities and integrated workflows, enterprise content management, cloud-powered applications, and advanced enterprise search capabilities that leverage AI and NLP technologies for real-time search across documents and the enterprise environment.

Companies are looking for solutions to overcoming knowledge and collaboration silos, balancing faster, more widespread access to information while making sure that information is up-to-date, accurate, and secure—and keeping employees motivated amid the Great Resignation.

There are both emerging and tried-and-true products available to help enterprises address the challenges of modern knowledge management, solutions that identify information from documents and data sources to help uncover new opportunities, customer service tools that speed up the delivery of customer insights to drive better experiences, powerful search engines that put information at users' fingertips across the enterprise to increase productivity, and solutions that connect information trails from end-to-end for better management and governance—to name just a few.

To help showcase advanced products and services, each year *KMWorld* magazine looks for innovative offerings that are helping organizations derive greater benefit from their information, share knowledge more efficiently, make better decisions, improve compliance and security, effectively support employees, and communicate more seamlessly with customers.

On the following pages, we present KMWorld's Trend-Setting Products list of 2022. These are the products of forward-thinking vendors that are leading the way in innovation. We encourage you to continue your exploration by visiting the companies' websites for more information.

Expanded descriptions of selected Trend-Setting Products explaining what makes them unique are also included in this issue.

ABBYY (www.abbyy.com): Vantage—A comprehensive platform of cognitive services that applies AI to understanding documents, ABBYY Vantage makes today's digital worker and processes smarter by delivering cognitive skills that read, understand, and extract insights from documents, helping enterprises accelerate digital transformation.

Accenture Digital (www.accenture.com): Applied Intelligence—Making it easier to transform the enterprise through AI, the Accenture Applied Intelligence Platform allows organizations to apply preconfigured self-learning industry solutions, as well as to develop new solutions, without the need for deep data science expertise.

Access (www.accesscorp.com): Access Unify—Supporting the management of hybrid paper and digital environments requires a responsive, integrated, and comprehensive approach that Access Unify combines with leading-edge technologies to deliver a solution that enables the organization to operate at peak efficiency and performance.

Access Innovations (www.accessinn. com): Data Harmony—The Data Harmony Suite builds explainable AI to improve search, analyzes text content and identifies concepts and terms for modeling, provides taxonomy/ thesaurus building and management, and offers automated indexing, classification, and semantic metadata enrichment.

Accusoft (www.accusoft.com): Prizm-Doc Suite—Through a collection of UI components and content manipulation APIs, the PrizmDoc Suite helps web developers embed document viewing, editing, processing, and conversion into their applications, creating a

seamless experience for organizations and their users.

Adobe (https://business.adobe.com): Adobe Experience Cloud—A collection of applications and services built on a platform designed for customer experiences, Adobe Experience Cloud provides tools for insights, content, and engagement, so organizations can anticipate and adapt to their customers' changing expectations—all from a single platform.

airSlate (www.airslate.com): airSlate— airSlate allows anyone to build, integrate, automate, and deploy entire workflows in hours and has a recently added feature, Flow Creator, that enables users to automate and visualize task.

Armedia (https://armedia.com): Armedia Content Cloud—An operational and fully provisioned infrastructure that meets FedRAMP moderate requirements out-of-the-box—as a platform Armedia Content Cloud provides database management, document/information management, records management, auditing and reporting, and more.

ASG Technologies (A Rocket Software Company) (www.asg.com): Data Intelligence—A metadata-driven platform that makes technical data "smarter" through end-to-end views of the data and its movement combined with business meaning and usage guardrails, ASG Data Intelligence enhances data value by making it available to and trusted by users.

AvePoint (www.avepoint.com): Zero Trust—The Zero Trust platform increases security posture with a focus on least privilege across users and admin permissions, automated policy monitoring and enforcement, and data exposure reduction for Microsoft 365.

eGain: Knowledge Hub

30-point improvement in Net Promoter Score
35% improvement in First-Contact Resolution
50% improvement in agent speed-to-competency
Across 30,000 contact center agents and 600 retail stores

These are examples of transformational benefits our clients are seeing with the eGain Knowledge Hub™ !
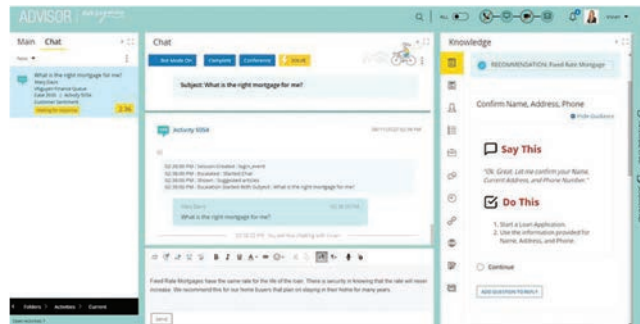
An end-to-end solution for knowledge management that unifies and orchestrates all the building blocks needed for modern KM, the Hub's centralized approach eliminates content, knowhow, and analytics silos, creating one trusted source for knowledge. The solution comes with rich capabilities out of the box with best practices from over two decades, delivering business value in a matter of days or weeks. Among key capabilities are:

▸ **Content**
  ▸ Omnichannel content management
  ▸ Profiled access to content
  ▸ Pre-built integrations with document management and ECM systems
  ▸ Multi-layered personalization
  ▸ Multiple search methods, including keyword, faceted, federated, and guided searches
  ▸ Instant answers, highlighting the answer needle in the content haystack
▸ **Conversations**
  ▸ Intent inference, powered by ML
  ▸ AI reasoning for conversational and process guidance
  ▸ Compliance enforcement, including real-time sentiment and compliance monitoring
  ▸ Botmaster to configure, orchestrate, and optimize virtual assistants
▸ **Context**
  ▸ Pre-built connectors to systems of record for 360-degree customer context
  ▸ Continuous improvement
  ▸ Analytics for ongoing optimization of knowledge-base content and guidance paths
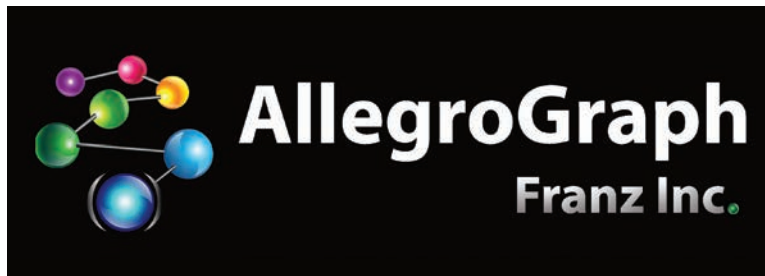
eGain

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Attend our free conference: www.eGain.com/Solve
Contact: info@eGain.com

Franz Inc.: AllegroGraph

Knowledge Graphs and AI for your Data Lakehouse

The emerging Data Lakehouse approach is bringing the best of Data Warehouses and Data Lakes in one simple platform to co-locate data from across the enterprise for cost effective analytics and AI use cases. But, despite the promise of Data Lakehouses, they still leave much of the data unconnected and in native form which can require significant effort to unlock its full potential.

Industry analysts recognize the power of Knowledge Graphs in delivering integrated, trusted, and real-time views of enterprise data. Knowledge Graphs excel at delivering a semantic layer which unifies business data with knowledge bases, industry terms, and domain knowledge.

By overlaying a Knowledge Graph onto a Lakehouse architecture the combination facilitates more flexible data operations, lowers data integration costs, and delivers powerful insights only possible when data is connected. Adding a Knowledge Graph to your Lakehouse will enable your organization to explore and exploit unknown connections across your data for richer analytics and enhanced Artificial Intelligence capabilities.

Franz's AllegroGraph platform further extends this Knowledge Graph and Lakehouse combination with a novel Entity-Event Model. This production proven architecture puts core "entities" such as customers, patients, students, or people of interest at the center and then collects several layers of knowledge related to the entity as "events" in temporal context. Adding Franz's Entity-Event Knowledge Graph to your Lakehouse delivers enhanced discovery, greatly reduced data complexity, and faster results—at scale.

Take your Lakehouse investment to the next level with AllegroGraph's Entity-Event semantic layer.

Franz Inc.
Web: www.franz.com

Bloomfire (https://bloomfire.com): Bloomfire—Bloomfire's knowledge management software gives users one central, searchable place for information and insights so teams can do their best work, no matter where, when, or how they're working.

CharliAI (https://charli.ai): Charli AI Automation—Using intuitive and contextually aware AI, Charli enables organizations to automate content process in a whole new way to understand meaning, extract the right information, and predict what should follow.

Creatio (www.creatio.com): ONE platform—The ONE platform allows users to create and modify pages and views, data models, workflows, and integrations in a single no-code workplace.

CTERA (www.ctera.com): Enterprise File Services Platform—The CTERA Enterprise File Services Platform powers a next-generation global file system connecting remote sites and users to your cloud without compromising security or performance.

DryvIQ (https://dryviq.com): DryvIQ platform—The DryvIQ platform delivers deep insights into a company's entire unstructured data ecosystem, where all unstructured data, no matter where it's produced or stored, is automatically classified and labeled using advanced artificial intelligence.

eGain (www.egain.com): Knowledge Hub—The eGain Knowledge Hub guarantees quality customer service by infusing customer service agents with knowledge, making all agents as productive as the best ones by providing them with a range of ways to get to information from the common knowledgebase.

Mindbreeze: Mindbreeze InSpire

Mindbreeze InSpire Illuminates and Connects All Information in your Organization

Increasingly, businesses are coming to understand just how valuable their data and expertise really are. But the greater the data pool is, the more difficult it is for users to find precisely what they are seeking. Drawing from a diverse range of methods, Mindbreeze InSpire slashes the time and effort it takes to gain critical insights.

Mindbreeze uses AI techniques such as entity recognition, knowledge extraction, natural language processing, semantic relations, and more to deliver proactive insights to the user.

The world is as detail-oriented and information-overloaded as ever. With information everywhere and data existing in bunches, your business must be taking steps to manage it properly and truly understand what it means. Mindbreeze InSpire paves the way for companies to analyze their data (both structured and unstructured) efficiently and capitalize fully on the information buried within it.

Mindbreeze InSpire is utilized in various functional areas, including customer service, maintenance and repair, project management, human resource management, sales, and R&D.

The search applications designed for these functions are tailored to the specific requirements of each business area, creating a sound foundation for supporting business process transformation for everyday projects and tasks. The solution collects and consolidates information from a wide range of connected data sources and delivers it proactively across all applications, departments, and even corporate boundaries—right when and where it is needed.

Learn more about how Mindbreeze can enhance your operations with connected information!

MINDBREEZE®
ILLUMINATING INFORMATION

Mindbreeze Corporation
Web: www.mindbreeze.com
E-mail: office@mindbreeze.com

Elsevier SciBite (www.scibite.com): CENtree—SciBite's ontology management platform CENtree provides a centralized, enterprise-ready resource for ontology management and transforms the experience of maintaining and releasing ontologies for research-led businesses.

eXo (www.exoplatform.com): eXo platform—Providing a user-centered digital workplace with features and tools smartly integrated for a compelling employee experience, the eXo Platform ensures security at all stages—application, infrastructure, software development, and systems.

expert.ai (www.expert.ai): expert.ai Platform—The expert.ai hybrid natural language platform provides a deep understanding of language, from complex documents (e.g., contracts, emails, reports, etc.) to social media messages, and turns it into knowledge and insights.

Franz (https://franz.com): AllegroGraph—A horizontally distributed, multi-model (document and graph), entity-event knowledge graph technology, AllegroGraph enables businesses to extract sophisticated decision insights and predictive analytics from highly complex, distributed data that can't be answered with conventional databases.

Google (https://workspace.google.com): Workspace—Built on the industry's leading cloud-native communication and collaboration platform, Google Workspace brings together the apps loved by billions of people—Gmail, Chat, Calendar, Drive, Docs, Sheets, Meet, and more—into a single integrated workspace.

Hyland Software (www.hyland.com): Alfresco Content Services—A modern, cloud-native content services platform,

optimized for content model flexibility and performance at scale, Alfresco Content Services delivers advantages in scalability, compliance, search performance, and upgrade paths to help organizations transform business processes and support remote workforces.

IBM (www.ibm.com): Blockchain Platform—Interoperable and available anywhere for enterprises and entrepreneurs, the cloud-based IBM Blockchain Platform delivers the end-to-end capabilities that clients need to quickly activate and successfully develop, operate, govern, and secure their own business networks.

KodakAlaris (www.alarisworld.com): Capture Pro Software—Scanners capture images of data locked in paper documents, and Kodak Capture Pro Software unlocks that data and puts it to work by automatically recognizing, extracting, and indexing scanned image data for use across multiple downstream processes.

Kyndi (https://kyndi.com): Kyndi Natural Language Search Solution—Delivering highly relevant, context-driven information with unprecedented speed and precision, Kyndi Natural Language Search Solution analyzes and uses unstructured as well as structured data in a smarter, faster, and more natural way.

Laserfiche (www.laserfiche.com): Laserfiche Cloud—Speed up operations, simplify complex tasks, and stay prepared for the future with the Laserfiche Cloud platform for content capture, document and records management, low-code process automation, and integration solutions.

LucidLink (www.lucidlink.com): LucidLink Filespaces—LucidLink Filespaces addresses the business needs around

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Quark: Quark Publishing Platform NextGen

Modernize Your Enterprise Content Ecosystem

Content is a core business strategy with a critical role in digital transformation, regulatory compliance, customer satisfaction and revenue growth. Yet organizations struggle with effectively creating, managing and delivering content to support their business objectives.

Similar to how organizations implemented technology to harness the value of "big data," they now need to invest in technologies to support "big content." We're in a new era characterized by massive volumes and varieties of content that must meet the high expectations of both internal and external stakeholders who want information on demand.
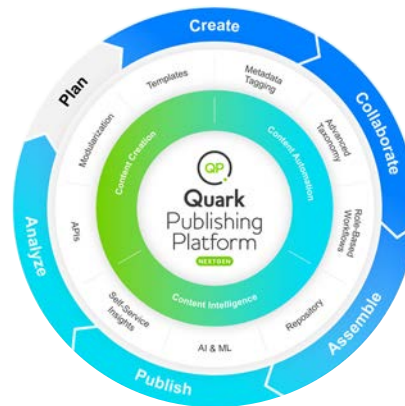
Quark Publishing Platform (QPP) NextGen provides closed-loop content lifecycle management by automating content creation, collaboration, assembly, omnichannel publishing and analysis. The software platform unifies content creation, automation and intelligence capabilities that are modular, metadata-driven and compliance-controlled.

With QPP NextGen, enterprises can confront the inherent complexities of content operations plus meet current and future compliance requirements. Usage and engagement analytics take the guesswork out of content strategy because of the ability to compare production costs to determine real ROI.

Flexible deployment options support moving to the cloud and establish the framework for an extensible content ecosystem that integrates with existing technology investments, including business applications such as Microsoft Office. Structured authoring in a Word environment with automatic XML generation and cross-functional collaboration speeds review-approval cycles, decreases time to market, and ensures accuracy and constituency to bolster compliance.

Request a demo of QPP NextGen.

Brilliant content that works the way you need it to. That's our mission.

Quark
Web: www.quark.com

storing large datasets and files, on and off-premise, and accessing them over distance while offering best-in-class security and privacy guarantees.

LumApps (www.lumapps.com): LumApps Journeys—Improves employees' experience through personalized, smart, and integrated journeys, powered by actionable insights, with a flexible orchestration engine that gets smarter over time.

MarkLogic (www.marklogic.com): Semaphore—Semaphore provides the semantic layer in the digital ecosystem so users can manage knowledge models, automatically extract and classify the context and meaning from structured and unstructured information, and generate rich semantic metadata.

MessagePoint (www.messagepoint.com): MessagePoint—Leveraging the power of MARCIE, Messagepoint's AI-powered Content Intelligence Engine, MessagePoint focuses on intelligent approaches to managing and authoring content to enable maximum efficiency and impact.

Microsoft (www.microsoft.com): Microsoft 365—Microsoft 365 is the world's productivity cloud designed to help users achieve more across work and life with innovative Office apps, intelligent cloud services, and world-class security.

Mindbreeze (https://inspire.mindbreeze.com): Mindbreeze InSpire—Combining traditional search technologies with technological developments from the field of AI, InSpire analyzes and interprets business information from connected company data sources to provide employees or customers with a 360-degree view of the topics relevant to them.

Verint: Customer Engagement Cloud Platform

Customer Engagement is the Heartbeat of Your Brand

When your customers have questions or issues, they demand immediate, accurate answers in their channel of choice. This means unleashing your customer experience potential through **Verint's Customer Engagement Cloud Platform** to:

▸ Drive personalized, proactive connections
▸ Seamlessly manage your workforce of humans and bots
▸ Create a CX-focused culture across your business
▸ Harness data to drive insights and action

Critical to any successful customer engagement strategy is the sharing of knowledge across the enterprise.

With your products and processes frequently changing, and the amount of information housed within your organization growing daily, customers and employees both struggle to find answers efficiently. Luckily, there is a better way.

Verint Knowledge Management™

Verint Knowledge Management™ is a market leading solution that works at the speed of your customers. It connects your company, customers, and bots with intelligent, easy-to use knowledge. Verint Knowledge Management delivers accurate, compliant, and consistent answers in real time across multiple customer engagement touchpoints. It can help your workforce become more effective as you quickly identify new knowledge and expand intelligence across regions and locations, supporting the distributed workforce. You can:

▸ Optimize experiences with contextual knowledge
▸ Power quicker, smarter, customer-centric answers
▸ Continuously improve and update to keep pace with customer needs
▸ Apply AI for data-driven insights and enhancements
▸ Deliver intelligence everywhere for always-on automation

Learn more here.

VERINT®

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Yext: The Answers Platform

Every day, customers and employees are asking questions about your business. These questions get asked in dozens, if not hundreds, of places: on search engines, websites, apps, voice assistants, and more. Questions can range from "What is your return policy?" to "How do I reset my password?"

Consumers increasingly expect easy answers to these questions and a seamless digital experience wherever they look for information. But meeting these expectations is challenging for any business, since each digital channel is managed separately and answers can be scattered across any number of content silos. Ultimately, this represents significant operational inefficiency and leads to a poor experience for the end-user. Customers and employees ask questions about a business and are met with answers that are inconsistent, irrelevant, or worse—not there at all.
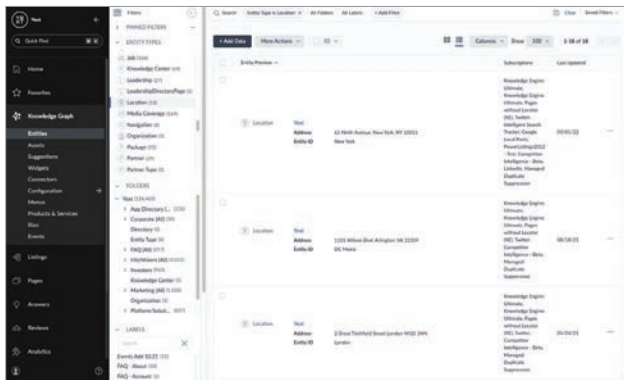
Enter Yext. Yext's Answers Platform collects content from across your organization, organizes it into a knowledge graph, and then leverages AI to make relevant, actionable answers findable throughout the entire digital ecosystem. Over 250 direct integrations with partners like Adobe, Zendesk, and Salesforce quickly get companies up and running so that they can create seamless content-driven experiences on websites, help portals, intranets, chatbots, and even third-party search engines.

For over 15 years, companies of all sizes, from local small businesses to the world's largest enterprises, have trusted Yext to connect customers and employees with the knowledge they need—whenever and wherever it matters most. Learn how you can lower support costs, increase satisfaction, and drive operational efficiency at yext.com.

Yext
Web: www.yext.com
Email: yext@team.yext.com

Neo4j (https://neo4j.com): Graph Database—Battle tested for performance, Neo4j's Graph Database is an enterprise-strength graph database that combines native graph storage, scalable speed-optimized architecture, and ACID compliance.

NICE (www.nice.com): CX ONE—NICE CXone offers comprehensive capabilities, including customer analytics, omnichannel routing, workforce engagement, open cloud foundation, AI, and automation, among others, to positively impact business outcomes.

Nintex USA (www.nintex.com): Process platform—The most complete platform for process management and automation, the Process platform makes it fast and easy to manage, automate, and optimize business processes.

Oracle (www.oracle.com): Oracle Fusion Cloud ERP—A suite of financial management capabilities suitable for upper midsize, large, and global enterprises, Oracle Fusion Cloud ERP allows organizations to move to the cloud faster, more easily, and with less risk.

Pegasystems (www.pega.com): Pega platform—Pega is a powerful, low-code platform that builds agility into the world's leading organizations so they can adapt to change using Pega's AI-powered decisioning and workflow automation to solve the most pressing business challenges.

Pryon (https://pryon.com): Pryon platform—Built by well-known leaders in AI innovation, Pryon is accelerating productivity and improving customer and employee experiences by unlocking the value held within enterprise content.

Qualtrics (www.qualtrics.com): XM Platform—The Qualtrics XM Platform is a system of action that helps businesses attract customers who stay longer and buy more, engage employees who build a positive culture, develop breakthrough products people love, and build a brand people are passionate about.

Quark (www.quark.com): Quark Publishing Platform—The Quark Publishing Platform automates every stage of content lifecycle management—creation, collaboration, assembly, publishing, and analysis—so organizations can modernize their content ecosystems to support digital transformation, customer satisfaction, revenue generation, and regulatory compliance.

SearchBlox (www.searchblox.com): Enterprise Search—SearchBlox is the Swiss Army knife of enterprise search: every function you need, ready to use out of the box, in a lightweight package.

ServiceNow (www.servicenow.com): Now Platform—The Now Platform is a single, unifying foundation for digital business that helps companies drive transformation to build and automate quickly, future-proof technologies, and deliver great experiences.

Sinequa (www.sinequa.com): Sinequa's Intelligent Search Platform—Sinequa's Intelligent Search Platform is a cognitive search platform that offers a unified approach (access to information from any source, in any format, whether structured or unstructured, internal or external) to respond to virtually all information access challenges.

SplashTop (www.splashtop.com): SplashTop Enterprise—Splashtop Enterprise is a best-value, enterprise-class remote computer access solution and remote support tool giving users unattended, anytime computer access to enable employees and students to work from home or IT to manage computers and provide support.

Synaptica (www.synaptica.com): Graphite—A tool for quickly designing, building, and managing knowledge organization systems using an intuitive graphical user interface, Graphite is based on linked data and semantic web standards and utilizes native RDF concept modeling.

TalkDesk (www.talkdesk.com): CX Cloud—Addressing customers' higher expectations of contact centers today, Talkdesk CX Cloud is a new kind of cloud contact center that provides an end-to-end customer experience solution with a combination of enterprise scale and consumer simplicity.

TeamViewer (www.teamviewer.com): Engage—A next-gen digital customer engagement platform for online sales, digital customer service, and video consultations, Engage empowers companies to elevate their customer experience for lifelong brand loyalty.

Tellius (www.tellius.com): Tellius—Tellius is an AI-driven decision intelligence platform that helps get relevant insights from all your data faster and easier than ever.

Trianz (www.trianz.com): PULSE—Pulse is a desktop and mobile app designed to replace aging, intranet-based communication models for employees, clients, partners, suppliers, franchisees, and more.

Upland Software (https://uplandsoftware.com): BA Insight—Providing an AI-driven enterprise search, BA Insight delivers relevant, personalized, and actionable results.

Verint Systems (www.verint.com): Customer Engagement Cloud Platform—Helping build the competitive advantage organizations need to focus on every part of the business, the Customer Engagement Cloud Platform engages customers effectively—spanning call centers, back offices, branches, customer experience, marketing, IT, and compliance operations.

VMware (www.vmware.com): Anywhere Workspace—An integrated workforce solution that builds trust for today's distributed workforce, Anywhere Workspace empowers and enables employees, reduces silos and operational overhead, and provides broader and more effective security.

YEXT (www.yext.com): Yext Answers Platform—Build amazing AI search experiences with the Yext Answers Platform based on natural language understanding and using a multi-algorithm approach.

Zoho (www.zoho.com): Zoho CRM—With Zoho CRM's scalable back-end infrastructure, comprehensive feature coverage, and world-class security protocols, organizations will be able to coordinate and execute complex business processes across departments, regions, and verticals.