



LTCKnowHow: Empowering the Social Enterprise in the Language Industry

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Description

The “KnowHow” project, partly funded by the EU Research Executive Agency project scaled up the existing Organik Knowledge Management platform (<http://www.organik-project.eu>) from the research prototype it was into an industrial-grade *knowledge management platform as a service* (KM-PaaS) that supports social business applications. LTC’s role as a project partner was to produce a final product, which will support the social enterprise in the language industry (LI) and produced LTCKnowHow

LTCKnowHow is a standalone platform as a service which captures knowledge assets, such as user guides, process manuals, product descriptions as well as discussion comments and other informal contributions company-wide and uses intelligent information processing components to improve the collaboration among customers, internal staff and external LSPs. Using the content analyzer, recommender, and semantic search components, knowledge assets from customers and external LSPs can be intelligently captured, filtered, stored, and reused.

Users access a flexible structure of workspaces for a particular topic such as a project, client, internal company procedures, R&D problem or support query amongst the many other possible sources of information that can be stored in the system. Using this platform, users can discuss and share knowledge in a user friendly environment. All posted content is searchable using groundbreaking semantic features and a content recommender system, which suggest useful content based on the users’ browsing activities.

LTC has implemented the system across its entire business functions and is engaging in trials to evaluate and quantify the outcome of the initial project objectives in order to deliver a unique product tailored to the LI market. By using LTC KnowHow companies in the Language Industry can expect:

- Faster and even more reliable average project quality and delivery times. Question-answering functionality is improved for stakeholders in the production process. Easily accessible knowledge assets can help resolve problems such as subject context and specific terminology, while bottlenecks in project management can also be identified and removed. Furthermore, the smooth operations resulting from social collaboration within the enterprise will reduce the risk of severe project delays, while keeping project managers and stakeholders better informed to support other service benefits.
- Increased customer satisfaction. Customer support issues are both managed clearly and solved quicker. Through efficient problem solving, the information that is made available is both presented quickly and is relevant. The visibility of the process and collaboration also increases value.
- Increased intelligence for R&D and new product development. By interacting more closely with customers, suppliers and partners, all stakeholders will be able to contribute interactively to product enhancements and new product development.

- Improved operations management. Information discovery and retrieval will help boost operational efficiency. General operational policies and guidelines are at users' fingertips and changes and updates can be communicated clearly whilst operational uncertainties are discussed and resolved centrally.