

Hyland Insight



Leverage AI to maximize the value of your content.

AI has made the leap from a supplementary tech tool to a critical competitive differentiator. Leveraging AI in day-to-day operations and strategic decision-making brings new levels of efficiency, intelligence and innovation that has the potential to set businesses apart in a crowded marketplace. And with organizational leaders looking to better leverage their content to fuel greater transformation and impact, many are turning to AI-powered technologies to turn their enterprise content into strategic value drivers.

Hyland Insight enables organizations to harness the power of AI to unlock valuable information from their enterprise content and transform the way they work. By effectively leveraging AI to gain a deeper understanding of unstructured data and its related structured data, **Insight** provides users with more

accurate answers based on their enterprise content, the right information to accelerate decisions and processes, and the right tools to augment the human workforce. By training AI models on an organization's data, and by applying extensive governance and security measures, organizations can confidently and securely integrate AI into the heart of their business.

Experience AI-ready content

Insight ingests and processes structured data, unstructured data, rich media, configuration elements, and governance and security policies from your enterprise content platform to prepare your content for more meaningful AI experiences. With AI-ready content, organizations can take advantage of advanced generative AI capabilities such as knowledge discovery, semantics, analytics and automation, as well as content enrichment capabilities such as metadata creation, data comparison and fact checking.

The future of work includes teams of AI-powered experts

Insight augments your workforce with a team of virtual AI agents. Each agent is designed to perform a specific task and specialize in a distinct knowledge base using a predefined set of documents.

Insight also empowers organizations to create and define virtual teams based on their business needs, as well as assign access to these agents based on predefined roles.

With the speed of business today, having access to a virtual team of experts is both beneficial and crucial for organizations looking to maintain their competitive edge.

Key features



Discovery

Leverage retrieval-augmented generation (RAG) to search, retrieve and generate accurate information based on your enterprise content.



Context

Extract contextual information from unstructured data and generate new metadata, as well as metadata fields, to fill gaps in business intelligence, reveal actionable insights and enrich content.



Analytics

Gain deeper insight into content usage, processes and users, and access data-based predictions to improve decision-making.



Semantics

Make sense of your enterprise content by understanding your documents and identifying relationships between them to create taxonomies and enable informed decision-making.

Benefits



Empower your workforce

Finding the right information to perform tasks can be overwhelming for knowledge workers. **Insight** provides a virtual team of experts, closes information gaps and performs tasks that require intelligence so workers can enjoy new levels of efficiency, accuracy, consistency and decision-making.



Deliver enhanced customer experiences

Customers today expect fast and consistent service. Accelerate business processes and retrieve relevant information to decrease turnaround time and offer consistent responses to customers.



Facilitate rapid innovation

Advancements in AI technology emerge at an unprecedented rate. The **Insight** architecture enables access to and quick deployment of AI models, ensuring processes remain perpetually agile and innovative to compete at the speed of business.



Enjoy peace of mind

For some, the integration of AI with enterprise content and processes raises security concerns. Safeguard proprietary information through the platform's rigorous data segregation practices and by implementing role-based permission controls for various business groups within your organization. **Insight** also extends data governance policies from Hyland enterprise content platforms to new AI-powered capabilities to ensure continued compliance.



Improve decision intelligence

Reconciling AI-enhanced insights with human ingenuity leads to informed, strategic decision-making. Harness the power of advanced analytics and AI-enhanced information retrieval to minimize bottlenecks throughout the decision journey and accelerate decisions.

Hyland Insight use cases

Insight works with your enterprise content platform to gain a deeper understanding of unstructured data and unlock actionable information hidden in your documents. Extend your data governance policies to **Insight's** AI models to adhere to your industry's data privacy and compliance rules with peace of mind.

- **Healthcare:** AI-generated summaries of patient history provide a quick snapshot of a patient's health profile, helping physicians and care team members decide on which additional detailed information to review so they can create an appropriate treatment plan.
- **Financial services:** Assist agents by determining the right requirements, automating certain processes and suggesting next steps to speed up onboarding.
- **Insurance:** Assist underwriters and adjusters by determining the completeness of the requirements, automatically sending certain claims to workflows and providing a clear indication of case status when handing over to agents for decisions and execution.
- **Higher education:** Compare transcripts with course descriptions to optimize the course evaluation process and speed up decisions on transfer and course equivalents.
- **Government:** Analyze the completeness of forms and search the database for similar documents to reduce incidents of fraud.



69% of leaders agree that ensuring employees have access to the content they need to be productive anytime, anywhere is pivotal to the employee experience.

A commissioned study conducted by Forrester Consulting on behalf of Hyland, February 2024



Learn more about [Hyland Insight](#).