

# Hyland Content Intelligence

Unlock the full potential of your content

Businesses today have more content than ever, but without the right tools, its full value remains untapped. Traditional approaches to managing information fall short in an era where organizations need to extract insights and efficiently use them to drive context-aware actions at scale.

Content Intelligence addresses these challenges by embedding AI throughout the information lifecycle, transforming raw data into strategic value drivers. This approach powers smarter decision-making, intelligent automation and innovation, all while unlocking new opportunities for growth.

Hyland Content Intelligence products — work together to structure and enrich content, surface critical insights and automate tasks. By making content AI-ready, organizations can improve efficiency, enhance decision-making and drive intelligent automation at scale, ultimately unlocking the full potential of enterprise content.

## The untapped power of unstructured data

**Unstructured data makes up 80% of enterprise content**, spread across multiple repositories, both on-premises and in the cloud. Without the right tools, this data remains untapped, limiting its value. However, when properly harnessed, unstructured data can become a catalyst for innovation, automation, and digital transformation.

By transforming unstructured content into AI-ready data, organizations can integrate contextual insights, drive AI-powered automation and establish a robust framework for data quality and governance. This not only streamlines operations but also accelerates decision-making and enhances productivity, freeing employees to focus on higher-value work.



# Content Intelligence products

## Knowledge Enrichment

**Knowledge Enrichment** is a data management suite that transforms raw, unstructured content into structured, high-quality, contextual content for AI-based automation and app development. It helps organizations make sense of their enterprise content by extracting contextual information, organizing data and identifying document relationships; then, it enriches content to bridge business intelligence gaps and support informed decision-making.

### Key features



#### Data curation

Transform content and unstructured data into AI-ready assets that can be used for Knowledge Discovery, AI agents, analytics and more.



#### Content relationships

Identify relationships between different media types, such as text and images, and connect them to deliver deeper insights and richer, contextual understanding.



#### Context enrichment

Enhance unstructured data by linking it with relevant contextual information, improving searchability, AI processing and decision-making.



#### File format support

Extract and structure data from over 600 file formats while preserving the composition, context and meaning of the original document.



#### Multimodal support

Text-based documents and rich media formats such as videos, audio and images are transformed into AI-ready formats, ensuring no unstructured content hinders any business process.

**Knowledge Enrichment** extracts contextual information beyond standard metadata, identifies relationships between entities within and across documents, and generates embeddings, all while preserving semantics and existing security policies. This helps data engineers improve data quality and streamline workflows; enable app developers to accelerate development and enhance app functionality; and empower solution builders to innovate and create holistic solutions.



63% of organizations are seeking to improve data quality and 58% aim to improve access to knowledge and data.

***Market Momentum Index for Intelligent Automation, Artificial Intelligence, and Data**, Deep Analysis*



## Knowledge Discovery

**Knowledge Discovery** is an AI-powered search, information discovery and decision support application. It unlocks and enables access to relevant business insights with a simple natural language query, using AI agents to retrieve and generate accurate information to accelerate decision-making.

### Key features



#### Knowledge Discovery agents

Use an intuitive, point-and-click interface to build AI agents that specialize in specific knowledge bases, handle repetitive queries and address business needs. Tailor agents with advanced LLM instructions and preset options for tone and length.



#### Verify AI-generated output

Access a list of information sources used to generate the response and easily click on the source documents to validate the AI-generated output or review the entire document.



#### Consolidated knowledge

Access information from multiple content repositories and other tools that generate data for a unified view of information.



#### Decision support

Streamline decision-making by aggregating and analyzing information from multiple sources, delivering comprehensive and accurate answers without missing critical content.



#### Agent Focus for refined queries

Narrow search results by specifying metadata fields and applying dynamic filters, refining AI outputs and providing more accurate information.

**Knowledge Discovery** enables business users to find relevant information from multiple documents and repositories quickly, accelerating decisions while decreasing the time needed to find the right documents.



Enterprise content is stored across 21 different systems, on average.

***The Rise of Content Intelligence – A New Era of Innovation in ECM,***  
*Forrester Consulting (commissioned by Hyland)*



## Agent Builder

**Agent Builder** is an agent configuration and lifecycle management tool. It enables organizations to use AI agents to perform specific content-driven tasks or specialize in particular areas of the business, augmenting the human workforce and enabling organizations to implement AI at scale.

### Key features



#### Agentic AI

Choose from a catalog of pre-built AI agents that can be selected, fine-tuned and adapted to suit specific requirements quickly; or create highly customizable AI agents by configuring parameters such as goals, knowledge resources and actions.



#### Agent lifecycle management

Enable comprehensive lifecycle management for AI agents, allowing users to version, test, deploy, monitor and improve agents continuously to meet evolving business needs.



#### Agent specialization and learning

Choose from a catalog of prebuilt AI agents that can be selected, fine-tuned and adapted to suit specific requirements quickly.



#### Human supervision

Leverage multiagent collaboration to automatically execute complex business workflows that traditionally require multiple steps and human interactions.



#### No-code solution builder

Enable comprehensive lifecycle management for AI agents, allowing users to version, test, deploy, monitor and improve agents continuously to meet evolving business needs.

**Agent Builder** allows organizations to augment their workforce with autonomous AI agents tailored to their business needs. When combined with Hyland Process Intelligence from the Hyland Content Innovation Cloud™, business process experts can chain AI agents together to automate complex workflows while adapting to changing inputs and outputs during execution.



# Content Intelligence use cases

Content Intelligence can be applied across different industries to address unique challenges and support business success:

- **Healthcare:** Managing unstructured patient data, including physician notes and test results, can be complex. **Knowledge Enrichment** organizes this information into structured and actionable insights for more efficient decision-making. Additionally, **Agent Builder** automates review workflows, ensuring physicians are prompted to review documents per internal policies, improving patient outcomes and overall workflow efficiency.
- **Financial services:** Analyzing data across multiple repositories is time-consuming and prone to error. **Knowledge Discovery** simplifies this by allowing analysts to quickly access and retrieve relevant information, providing them with the insights needed to assess market trends, manage risk and make more informed, data-driven decisions.
- **Insurance:** Processing insurance claims involves handling a mix of structured and unstructured documents, such as medical reports and claims forms. **Knowledge Enrichment** extracts and structures key information from these documents, while **Agent Builder** automates the validation of claims against policies, speeding up approvals, reducing manual effort and improving operational efficiency.
- **Higher education:** Universities deal with various types of unstructured data, including student applications, essays and transcripts. With **Knowledge Discovery**, faculty can quickly search through vast amounts of academic data to find relevant research and information, saving time and enhancing productivity across departments.
- **Government:** Government agencies often manage siloed and complex data from multiple departments and other agencies. **Knowledge Discovery** can access and summarize meeting notes to surface critical insights. **Agent Builder** can automate the processing of citizen services, such as application approvals, reducing the need for manual intervention and speeding up response times, thereby improving overall service delivery and efficiency.



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.

***Transforming Processes with Content, Automation, and AI***  
Forrester Consulting  
(commissioned by Hyland)

➔ [Learn more about Hyland Content Intelligence.](#)

## About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

