Insight Engines at the Core of the Digital Workplace Experience

An AI-Powered Enterprise Search Platform

"*Insight engines apply relevancy methods to describe, discover, organize and analyze data. This allows existing or synthesized information to be delivered proactively or interactively, and in the context of digital workers, customers or constituents at timely business moments*" as defined by Gartner.

Getting the right information to the right person at the right time. This is what insight engines are about. Delivering exhaustive and relevant information to people in their work context so they can make better decision, be more efficient, better serve their customers and be happier at work. To do so, insight engines combine "insight extraction methods" on structured and unstructured data and on user behaviour.

Insight Engine = Search + NLP + AI/ML

In this equation, "search" is not the old keyword search but high-performance search integrating different kinds of analytics. Natural Language Processing (NLP) is not just statistical treatment of languages but comprises deep linguistic and semantic analysis. And AI is not just "sprinkled" on an old search framework but part of an integrated, scalable, end-to-end architecture.

AI Needs Data, Lots of Data

For AI and ML algorithms to work well, they need to be fed with as much data you can get at. An insight engine must access the vast majority of data sources of an enterprise: internal and external data of all types, data on premises and in the cloud. Hence the system must be highly scalable.

Continuous Enrichment

Insight Engines accumulate knowledge about structured and unstructured data and about user preferences and behavior. That is how users get ever more relevant information in their work context. To accumulate knowledge, an insight engine needs a repository for this knowledge. We call that a "Logical Data Warehouse" (LDW). The LDW contains information about data, it is continuously enriched by NLP and by the results of clustering and similarity calculations, etc. Hence, machine learning algorithms and any other "intelligent analytics" must work on this LDW and feed their results back into it.

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Magic Quadrant for Insight Engines 2018

After having been positioned as a leader in the Magic Quadrant for Enterprise Search in 2015 and in the previous Magic Quadrant for Insight Engines 2017, Sinequa is thrilled to be recognized as one of only five leaders in the Gartner's 2018 Magic Quadrant for Insight Engines, which evaluated 13 vendors total.

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