



KNOWLEDGE YOU CAN FIND · ANSWERS, NOT MORE BOOKS

# Help your people find what your company already knows.

Knowledge and semantic engineering means connecting what your organisation already knows and agreeing what its words mean, so people can find an answer without knowing which shelf, folder or person it lives with.

## Connect what you know. Agree what words mean.

**The story, decoded.** Theo = a customer or colleague waiting on an answer. Library = your documents and systems. Shared dictionary = agreed meanings. Catalogue cards = what each thing is. Red strings = recorded links. Front desk = search in your own words.

### SOUNDS FAMILIAR?

I know we have that document. I just don't know where it is.

Search finds plenty of files called final\_v2, and none of them is the one I want.

Sales and support each keep their own record of the same company, and our report counts it twice.

The answer is spread across three systems, and nobody can join the dots.

### THE IDEA IN PLAIN WORDS

#### One shared dictionary for the words that matter

Sales says customer, support says client, billing says account holder. Your teams keep their words; the dictionary writes down which ones mean the same, which word means two things, and how kinds of things relate: customers place orders, an order has an invoice.

**Experts call this: ontology, taxonomy and business glossary**

##### Worth knowing

A shared dictionary is more than a list of synonyms. It says what kinds of things exist and how they relate, and it keeps each team's own words tied to one agreed meaning. It is agreed with the teams, and it changes as the business does.

#### A catalogue card for the things people need

Each important document or record says what's inside, who wrote it, when it was last checked and who looks after it, so people can tell what something is before they open it.

**Experts call this: metadata**

##### Worth knowing

Catalogue cards help only while someone keeps them up to date. Cards can be suggested automatically where that is safe, and people check the ones that matter.

#### Strings that say how things are linked

Record the actual links between particular things, such as this customer placed this order, or this supplier supplies this part. Each link has a verb: wrote, supplies, is about. Then one question can follow the strings instead of five people chasing them.

**Experts call this: knowledge graph**

##### Worth knowing

Strings show what people have recorded. Links suggested automatically need a person's review, and spotting that two records are the same customer, product or supplier is its own careful step.

#### A front desk you can ask in your own words

One place to ask that checks the dictionary, the cards and the strings across your apps, and is set up to respect who may see what.

**Experts call this: semantic and enterprise search**

##### Worth knowing

The front desk can only find what has been written down, catalogued, connected and shared with the person asking. Asking in your own words works when those words are in the shared dictionary. Search and AI helpers should carry each source's access rules through, so people see only what they could already open. Checking this is part of the work.

### HOW WE WORK WITH YOU

#### STEP 01

##### Questions first

Collect the questions people can't answer yet.

#### STEP 02

##### Agree

Build a shared dictionary for one area, with its teams.

#### STEP 03

##### Catalogue

Catalogue cards for the documents and records involved.

#### STEP 04

##### Connect

Record the strings, then try the desk with real people.

#### STEP 05

##### Keep it tidy

Your people look after it; the next area follows.

Start small with one of these: **Ask your hardest question**, **Catalogue check**, **One dictionary** or **First strings**.

### WHAT WE HELP WITH

#### Find the questions people can't answer yet

A short list of the questions worth answering first, and why each is hard today.

#### Spotting the same thing under different names

Linked records, so reports that use the links can count one customer once.

#### Catalogue cards, and who looks after them

Cards that say what something is, how current it is and who looks after it.

#### A front desk that searches across your apps

One search across your apps, using your agreed words.

### Got a Theo on hold?

Theo is anyone, customer or colleague, waiting on an answer your company already has. Write to [contact@algoshred.com](mailto:contact@algoshred.com) with a question your people struggle to answer, and we'll suggest where to start.

Vignesh T.V., CEO & CTO, AlgoShred Technologies Pvt. Ltd.

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