



ALGOSHRED TECHNOLOGIES

KNOWLEDGE YOU CAN FIND · ANSWERS, NOT MORE BOOKS

Help your people find what your company already knows.

We help you agree what your words mean, write catalogue cards for the things people need and record how those things are linked, so your people, and the tools they use, can find answers by asking in their own words.

Worth knowing: We start small, with a few real questions. The front desk can only find what has been catalogued, connected and shared with the person asking.

Connect what you know. Agree what words mean.

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

Knowledge & semantic engineering as a service

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The problem, and the idea.

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

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

Search finds plenty of files called final_v2, and none of them is the one I want.

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

New starters spend their first weeks asking people where things are.

We answered the same customer question in different ways, because each team used its own words.

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.

The story, decoded. In the film, the library is your company's documents and systems, and its rooms are your teams. The shared dictionary is the meaning your teams agree for their words. Catalogue cards say what each thing is and who wrote it. The red strings are the recorded links between people, things and documents. The front desk is search you can ask in your own words. Theo, the boy waiting on the phone, is a customer or colleague waiting on an answer. When three rooms give one answer, that is the dictionary and the strings working together.



01 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.

02 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.

03 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.

04 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.



Matches the spelling, or checks the dictionary, cards and strings.

Asked for

Matches the spelling

Checks the dictionary, cards and strings

"money back"

Matched the spelling in one room. The other two rooms use different words for the same thing.

The dictionary says refund, money back and reimbursement mean the same. Found in all three rooms, each with its catalogue card, and a string leads on to the refund rules.

"client"

Matched the spelling in Support only. Sales and Billing call the same person something else.

The dictionary says customer, client and account holder are the same person. Found in all three rooms, each with its catalogue card.

"account"

Matched the spelling in Sales and IT, but they mean different things. Sales means a customer; IT means a login.

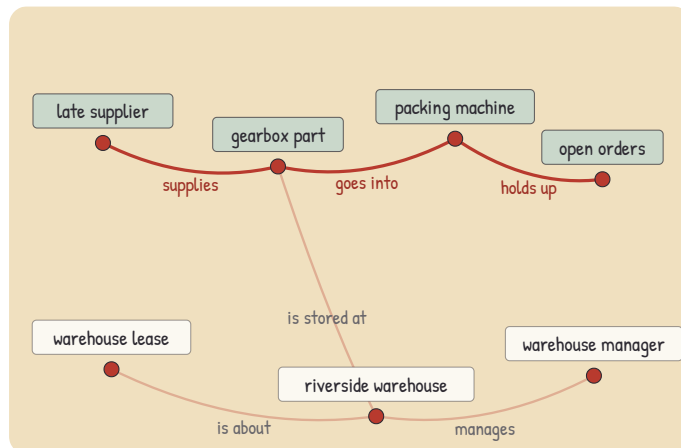
The dictionary says account means two things here. Rather than guess, the desk asks back: which account, a customer or a login?

Which account: a customer, or a login?

People and AI helpers can ask the same desk. A simplified illustration, not a measurement.

The answer is in the links.

Which orders wait on the late supplier?



The late supplier supplies the gearbox part, which goes into the packing machine, which holds up the open orders.

You can't ban words. Write down which mean the same.

Send a memo: everyone says customer

~~FROM TODAY, EVERYONE SAYS CUSTOMER.~~

The memo says customer. Support still says client, Billing still says account holder, and by lunch the partners team says buyer. Now there are four words, and search misses buyer.

Start a shared dictionary

Sales **customer** Support **client** Billing **account holder**

Partners team **buyer**

customer (also: client, account holder, buyer) = a person or company that buys from us. Preferred in shared reports: customer.

One word, two meanings: account (Sales) = a customer; account (IT) = a login.

Worth knowing

The desk finds only what has been catalogued, connected and shared with the person asking.

Worth knowing

The board shows only the links people have recorded.

Worth knowing

Agreeing a preferred word for shared reports is often useful. Ordering everyone to drop their own words tends not to stick, because those words mean something in their work. The dictionary records which words mean the same, and can still mark one as preferred.





What we help with.

Eight pieces of work, each starting from questions your people ask.



Find the questions people can't answer yet

We collect the questions people struggle with, watch where they look today, and list the shelves, words and catalogues you already have.

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

Experts call this: knowledge and search assessment

A shared dictionary for one area

We sit with the teams that use the words, agree plain meanings, list each team's own words for them and record how ideas relate. The dictionary is agreed with those teams and changes as the business does.

One agreed meaning for the words that matter most in that area, each with a named owner.

Experts call this: ontology, taxonomy and business glossary

Catalogue cards, and who looks after them

A simple standard for what each document or record should say about itself, and named people who keep the cards up to date. Cards can be suggested automatically where that is safe; people check the ones that matter.

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

Experts call this: metadata standards, auto-classification

Spotting the same thing under different names

We find where one customer, product or supplier appears under several names and codes, and link them. 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.

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

Experts call this: entity resolution, master and reference data

Red strings for one real question

We record the links between people, documents, products and places that one important question needs, from your own sources.

A working answer to that question, with the path of strings that led to it.

Experts call this: knowledge graph design and build

A front desk that searches across your apps

Search across your apps that uses the shared dictionary, the cards and the strings, and keeps each source's access rules. It finds what has been catalogued and connected, so we start with the questions people ask most.

One search across your apps, using your agreed words.

Experts call this: semantic and enterprise search, relevance tuning

Systems and partners that read data the same way

Shared codes and definitions for information that moves between your systems, or to partners and regulators, using sector standards where they exist. Getting systems to read each other's information the same way takes agreed formats and mappings; the right choice depends on the systems involved.

Agreed codes and mappings for the records that move between systems.

Experts call this: semantic interoperability, data exchange standards

Ready for AI helpers

Giving AI assistants the same dictionary, cards, strings and access rules your people use, so they have your own sources to answer from and point back to, and a way to check their answers. AI helpers can still be wrong, so people check what matters.

Answers that point back to your own sources, which people can check.

Experts call this: knowledge-grounded AI, GraphRAG

For your technical team: we can work with what you already use, for example SharePoint, Confluence, Elasticsearch, OpenSearch, Azure AI Search, Neo4j, Amazon Neptune, GraphDB, dbt and Snowflake, and with open standards such as RDF, OWL, SKOS, SHACL, Dublin Core and schema.org.

Everything behind the dictionary, the cards and the strings

Including the parts the film leaves out: matching names, access rules, sector standards and AI helpers.

Words and meaning

Agreeing what words mean, with the teams that use them.

- A business glossary, each word with an owner
- Word lists that keep each team's own words
- Ontologies: maps of what kinds of things exist and how they relate
- Shared definitions for business numbers, so reports count them the same way (a semantic layer)

Cards and care

Saying what each thing is, and keeping that current.

- Catalogue card standards for documents and records
- Cards suggested automatically, with people reviewing them
- Access labels that travel with the content
- Named owners, and a simple way to propose changes

Red strings (links)

Recording how things are linked.

- Spotting the same thing under different names (record matching)
- Knowledge graph design and build
- Links drawn from your own source systems
- Quality rules for connected facts

Finding and sharing

Putting it in front of people and systems.

- Semantic and enterprise search across your apps
- Testing and tuning which results come first
- Data exchange with partners using sector standards (for example HL7 FHIR, the health-data exchange standard)
- AI helpers that answer from your own connected facts, with people checking what matters

WHERE IT BECOMES REAL · ILLUSTRATIVE EXAMPLES

Healthcare

A clinic and a lab agree the codes they use for tests, so a result sent from one is read the same way by the other.

Retail

A shopper who types “trainers” also finds what the catalogue calls sneakers and running shoes, because the dictionary records that sneakers mean the same and running shoes are a kind of trainer.

Manufacturing

When a supplier runs late, someone can follow the strings from that supplier to the parts, the machines and the orders that wait on it.

Financial services

One customer recorded under three names is recognised as one customer, with a person checking the doubtful matches, and access rules kept per team.

Professional services

A consultant finds earlier work on the same topic, and who did it, even though it was filed under different words.

Public sector

Departments agree what “household” or “resident” means, so their figures can be compared without arguing over the words first.



Start with the questions, then agree, catalogue and connect.



01 QUESTIONS FIRST

Start with the questions

We collect the questions people struggle to answer and see where they look today. Those questions decide what gets catalogued and connected first.

02 AGREE

Agree what words mean

With the teams that use them, we agree plain meanings for the words that matter, keep each team's own words, and note the words that mean two things.

03 CATALOGUE

Catalogue what those questions need

We write catalogue cards for the documents and records the chosen questions need, and spot the same things under different names.

04 CONNECT

Connect, then open the desk

We record the strings those questions follow, put a front desk in front of them, try it with the people who asked, and keep the access rules in place.

05 KEEP IT TIDY

Keep it tidy, then the next area

Named people in your teams look after the words, cards and strings, with a simple way to suggest changes. We show them how. Keeping it current is ongoing work, so we start small; we can help with the next area if you want us to.

Ways to start

Ask your hardest question. A workshop that picks the first questions, and the words that cause the most confusion.

Catalogue check. A look at how one shared folder or system is catalogued and searched today.

One dictionary. Agreed words for one team or area, each with an owner.

First strings. A small set of strings that answers one real question, with the path shown.

What you get

- The question list, and why each question is hard today
- A shared dictionary for one area: words, meanings, each team's own words and their owners
- A catalogue card standard, and the cards for the chosen documents
- The recorded strings for the chosen questions
- A front desk tried by real users, with the access rules checked
- A short guide for the people who keep it tidy



Questions, myths and the next step.

What is knowledge and semantic engineering, in plain words?

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.

Isn't this just a better search box?

Search is the front desk. What it can find depends on the dictionary, the catalogue cards and the strings behind it, so that is where most of the work goes.

Do we have to move everything into one system?

No. Documents and records can stay where teams keep them. We catalogue them, agree the words and record the links, and the desk looks across them. Some setups copy or convert data, or build a search index of it (a list of what's where); which one depends on your systems.

Do we need a graph database?

Not necessarily at the start, and not for every question. Some questions are answered well by catalogue cards and a shared dictionary in the tools you already have. When questions need to follow many links, a graph database (a database built to store and follow strings) is often the right home for them.

How does this help our AI assistant?

An AI assistant answers from what you give it. With a shared dictionary, catalogue cards and strings, it has your own sources to answer from and point back to. It can still be wrong, so people check what matters.

Will people see things they shouldn't?

The desk should show each person only what they could already open. We check that each source's access rules carry through, for people and for AI helpers.

Where do we start?

With a handful of questions your people can't answer yet, and the words that cause the most confusion. One area first, then the next.

Who keeps it up to date afterwards?

Your own people, named for each area, with a simple way to suggest and approve changes. We show them how, and we can help with the next areas if you want us to.

MYTHS, ANSWERED

"We just need a better search box."

A search box can only find what has been catalogued and connected. Smarter search can guess that client and customer are close, but it can't know that your Billing team's account holder is the same person, or that account means a login in IT. That has to be written down.

"Just tell everyone to use one word."

That was head office's memo in the film, and by lunch there was a fourth word. A preferred word for shared reports can help, but ordering teams to drop their own words tends not to stick. Write down which words mean the same instead.

"AI will sort it out on its own."

AI reads what you give it. If your facts are scattered and your words disagree, it guesses. Connected, catalogued facts give it something solid to answer from, and people still check what matters.

"This is a giant project that takes years."

Start with the questions people ask most and the words that cause the most confusion. Build the dictionary and strings for those first, then grow.

Got a Theo on hold?

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

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WATCH THE FILM

algoshred.com/knowledge-semantic