

Sinequa Intelligent Search: Powering the Work of Modern Firms



Introduction

Firms today are facing growing expectations from the market and their employees. As workplace technology advances and digital efficiency is improving, the pressure is on for firms to beat their competitors, win new clients, and preserve client satisfaction. Not to mention, retaining top talent.

“ *C-Sat (customer satisfaction ratings) on findability. We were hovering around 55%. For a knowledge company, the ability to find stuff should be greater than the yield curve...*

-Global IT Director, Boston Consulting Group

Though the digital workplace is changing faster than ever, it's technology that could be slowing them down. While these workplace tools may be making things like communication easier than ever, it's the fact that information systems are disconnected, and employees often can't find what they need to do their job. **According to a 2021 APQC research report, 50% of employees are confused about where information is stored.** This is largely because there are too many disconnected systems to search, and information is either incomplete or inaccurate.

This changes when you use Sinequa.

Intelligent search powered by Sinequa lets you create a single-entry point to all of the knowledge scattered across your firm, delivering fast and relevant insights to those who need it. Explore how Sinequa can help you increase employee productivity, improve decision-making thanks to accurate information, and remain competitive for years to come.

Bring Knowledge Forward & Improve Your Firm's Profitability

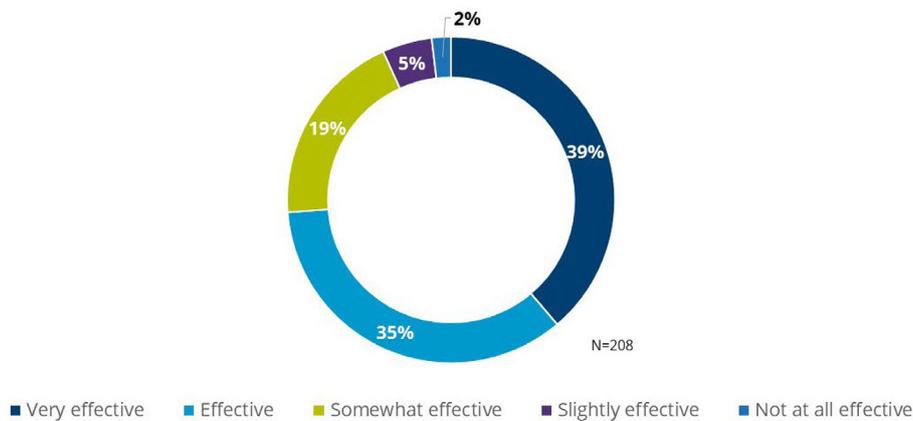
Today's workforce is under increasing pressure to deliver the best outcomes to clients. And with growing masses of information and systems to work with, it's critical to equip people with the knowledge they need to handle client requests.

This couldn't be truer for lawyers and consultants. They are under constant pressure to make decisions fast and improve their overall efficiency on a day-to-day basis. That's why firms turn to Sinequa to provide best-in-class search capabilities that connect disconnected systems and help employees find what they need fast. This increased efficiency has proven to directly impact a firm's profitability, helping them win deals faster and improve their work product.



Use Sinequa to Enable Your Entire Firm to Find Information Quickly, Surface Relevant Expertise, and Respond to Client Requests Fast

Effectiveness of Recent Search Investments in Solving Findability Problems



Sinequa helps large, globally distributed firms:

- Make millions of documents findable
- Speed up deal process
- Respond to clients fast and improve satisfaction.
- Quickly find expertise across the firm
- Ensure confidential information doesn't land in the hands of the wrong people.

“ [Regarding findability of relevant case information] We're 15 points [27% increase] up on our internal C-Sat ratings, in our four regions around the world.

-Global IT Director, Boston Consulting Group

Intelligent Search Use Cases

Firm-Wide Search.

Time is money, so having a single entry-point to relevant information across the organization is key to moving fast. Whether that's finding existing slides to present to a customer, regulations that need to be considered, or people with deep expertise, having that single point of access in today's digitally-powered is critical.

Digital workplaces aren't monolithic though and a search application should reflect on business specifics. Here are some use cases, enabled by an intelligent search platform, to serve various business needs:

Regulatory Search.

Index external websites from regulators or legal information and internal systems with policies and precedent. Search through all this content from a single access point. Link external documents / regulations to internal policies / cases. Save time by : not switching app to search, homogeneous & instant results from multiple sources.

Create Expert Project Teams.

To answer an RFP you need the best team for the challenge. Individual experiences can make a difference. So you need to find the most accurate people to build the answer and engage with the customer. Now how do you find someone in the firm with hundreds of lawyers. Sinequa access your digital footprint and build a profile of your expertise that you can access via a simple search query.

Case Investigation.

More and more companies rely on law firm and consultant to analyze their exposure to several risks such as IP / data breach or prepare a M&A. In this kind of mission, they have to comb through hundreds of thousands of documents and email to detect and identify the risks or fraudsters. Sinequa provides a comprehensive approach to divide and conquer on one hand (classify document by type to assign them to teams) and dig deeper (link document / people, network views).

Identify Business Risk.

Conflict check is a key initial step in any answer to RFX. You need to understand your exposition to conflict of interest risk. Sinequa access your documents, contracts and email to classify them and recognize automatically if they represent a letter of engagement, binding you to one of the party.

Skadden Helps Thousands of Lawyers Surface Critical Insights

Skadden, a leading global law firm, has over 30 million documents across various systems that their 1,700+ lawyers need to access on a regular basis. Across the geographically distributed firm, teams need to find information and expertise that is buried within millions of documents spread over multiple silos within the organization. However, due to regulatory and security reasons, employees could only freely access up to 10% of them.

Skadden

Skadden's knowledge management team chose Sinequa to help them develop an expertise-finding application which canvasses and makes sense of millions of records and documents including attorney biographies, legal matters, time notes, and more. Sinequa's solution enabled partners to assemble teams of expert attorneys quickly and accurately by incorporating explicit traits like seniority and experience, along with implicit and arguably more objective traits automatically surfaced from documents and records spread across the organization.



Stibbe Improves Productivity While Maintaining Security

Stibbe, the globally distributed law firm, specializes in a wide range of areas, ranging from finance all the way to environmental planning. So, it is not surprising that the practice housed huge amounts of data and expertise that is continually growing. One of the biggest challenges facing law practitioners in recent years has been retrieving information from many different sources across the firm. With information living in places like SharePoint, document management systems, and email inboxes, they chose Sinequa to help every employee find what they needed fast.

Stibbe

Together, Sinequa and Stibbe built a secure, unified search application that made millions of documents and legal matters accessible from a single entry point.

The firm realized the benefits of their search application almost immediately, and provided secure access to information that boosted employee productivity. The application also accelerated compliance practices, enabling stakeholders to search across many GDPR regulations, including electronic mailboxes. Stibbe realized that successfully complying with the GDPR requirements begins with finding and understanding the data held by the organization. And Sinequa helped them get there with ease.



Conclusion

Sinequa helps leading organizations power their digital workplace and bring knowledge forward. With best-in-class search experiences delivered to the workplace, you can expect to see measurable increases in employee and client satisfaction.

About Sinequa

Sinequa serves both large and complex organizations with the most complete enterprise search, ever. Customers employ our intelligent search platform to connect all content (both text and data), derive meaning, learn from user interactions, and present information in context. This solves content chaos and informs employees through a single, secure interface. They get the knowledge, expertise, and insights needed to make informed decisions and do more, faster. These organizations accelerate innovation, reduce rework, foster collaboration, ensure compliance, and increase productivity. Become Information-Driven™ with Sinequa.

For more information, visit www.sinequa.com