

MOURI TECH®

Transforming **Data Access** and **Decision-Making** with **AI-Powered Search Solutions**

Client **Overview**

Our client, a leading life sciences company renowned for its innovative approaches in drug development and clinical research, has been at the forefront of advancing scientific knowledge and improving patient outcomes. Operating globally, the client is dedicated to maintaining high standards of operational efficiency and regulatory compliance while driving forward critical research and development initiatives.

Problem Statement

The client faced a critical business challenge with their existing information retrieval system, which proved inefficient in handling and querying digital data content from multiple sources. This inefficiency had several detrimental effects:

- **Delayed Decision-Making:** The inability to quickly access and analyze vital research and clinical data resulted in significant delays in decision-making processes, impacting productivity and timelines in drug development and other critical activities.
- **Limited Analytical Capabilities:** The lack of advanced analytical tools hindered the ability to conduct comprehensive data analysis, which is crucial for meeting regulatory requirements and advancing scientific research.
- **Operational Inefficiency:** The inadequate retrieval capabilities affected employee engagement and visibility into internal processes, making it challenging to maintain operational efficiency.
- **Competitive Disadvantage:** In a highly regulated and competitive industry, these limitations reduce the client's ability to maintain a competitive edge and efficiently comply with stringent regulatory standards.



Solution

Leveraging MOURI Tech's extensive expertise in advanced data management and search technologies, we implemented a comprehensive solution to address the client's information retrieval challenges. Our approach was centered on delivering timely information and valuable insights through the deployment of the Sinequa Search Tool, customized to meet the client's specific needs. Key aspects of our solution included:

1. **Sinequa Search Tool Implementation:**
   - Deployed the Sinequa Search Tool to provide a powerful, efficient search engine capable of delivering timely information and valuable insights.
   - Utilized out-of-the-box (OOB) and custom connectors with advanced **Natural Language Processing (NLP)** features to index data from multiple sources, ensuring comprehensive and accurate information retrieval.
2. **Enhanced Security and Data Indexing:**
   - Enforced robust security measures to protect sensitive information and ensure compliance with regulatory requirements.
   - Implemented advanced NLP capabilities to enhance data indexing, making it easier to retrieve relevant information quickly and accurately.
3. **User Experience Customization:**
   - Customized the search engine with tab-specific result views, a profile view, and an organization chart module to enhance user experience and facilitate easier access to relevant information.
   - Designed the interface to be intuitive and user-friendly, improving employee engagement and productivity.
4. **Advanced Analytics and Machine Learning:**
   - Generated audit dashboards with tab-specific filters to provide detailed insights and improve data governance.
   - Leveraged **NLP and machine learning (ML)** technologies to ensure top performance and relevance in search results, enabling users to find the information they need quickly and efficiently.
5. **Improved Data Analysis and Decision-Making:**
   - Significantly enhanced the client's data analysis capabilities, enabling faster and more informed, data-driven decisions.
   - Streamlined overall process efficiency, reducing operational bottlenecks and improving productivity.
6. **Fostering Compliance and Innovation:**
   - Enhanced compliance with regulatory requirements through improved data management and security.
   - Fostered a culture of innovation by providing the tools necessary for advanced data analysis and research, supporting the client's strategic goals and maintaining their competitive edge in the industry.

Business Outcomes

- **AI-Enabled Easy Access:** Simplified access to data from SharePoint, ServiceNow, social media, and user profiles with advanced NLP features.
- **Data-Driven Insights:** Provided leadership with valuable insights on cross-country application usage, enhancing strategic decision-making.
- **Personalized Search Solutions:** Improved user search queries with AI-powered personalization, increasing search accuracy and user satisfaction.
- **Enhanced Information Extraction:** Improved the extraction of relevant information from integrated data sources, streamlining processes.
- **Streamlined Processes:** Simplified workflows and processes, enhancing overall operational efficiency and productivity.

Copyright @ MOURI Tech. All Rights Reserved. Referred products/ services may be registered trademarks of respective companies.