Cognitive Engineering Search

Frequently Asked Questions
What do you mean by Engineering Search & how is it different from Enterprise search

Sainapse is custom built to find structured and unstructured data that’s needed to solve Engineering problems in design, production and in last mile customer problem solving. Sainapse finds what you need from across documents, databases, text annotated images, engineering drawings, and even video files.

Sainapse understands ‘intent’ behind search expressions and tries to match knowledge elements that satisfies the said intent irrespective of presence of keywords or expressions.

Sainapse does not get into knowledge management, trends and analytics.

Sainapse is built solely to stop engineers spending time on information search as part of their problem solving so that they can go back to their core and value-added engineering work.
Contrast your results to the results I get from my regular search (1 of 2)

Sainapse considers ‘search’ and ‘recommendations’ core to problem solving and therefore includes capabilities that would dramatically reduce problem solving time (aka resolution time).

Sainapse distinguishes itself along 6 critical dimensions when compared to the regular search tools.

Readiness – most search solutions require significant pre-processing of data/knowledge via labelling and categorization. Most search tools also get to creating indexes. Sainapse requires NO pre-processing or re-arrangement of existing knowledgebase and is good to go from Day 1.

Reach – Sainapse matches the best in business with its capability of processing all structured and unstructured enterprise data types – documents, database dumps, texts embedded in images or engineering drawings from across intra and external knowledge sources.

Relevance and rendering – Leveraging its patent filed Intent Extraction technology Sainapse understands even the implicit in relation to user’s specific context. Intent Extraction technology allows Sainapse to recommend results in rank order to match the contextual purpose an user has. Sainapse renders relevance ranked results granularly right down to paragraph and record making its findings usable immediately without any further processing.
Contrast your results to the results I get from my regular search (2 of 2)

In addition, Sainapse allows panning thru adjacencies allowing the engineer to understand context better and solve problems faster.

Privacy – Sainapse has the unique ability to identify and blank out names, addresses or specific data type (eg. Standards – such as ANSI, BS, or material specifications) depending on privacy and confidentiality needs.

Next step actions – Search does not exist in isolation of enterprise problem solving. When used in a problem solving context especially in complex customer support, Sainapse recommends resolution paths and orchestrates downstream actions – a capability missing in most standalone search tools.

Sainapse therefore makes search comprehensive and allows users to complete the post-search tasks – which necessitated the very search in its first place.
'Intent Extraction' is Sainapse’s ability to comprehend context and extract the implicit from string of words entered by user. Intent Extraction is Sainapse’ patent filed algorithm that differentiates Sainapse with the understanding of hidden ‘implicit’ in addition to articulated ‘explicit’. Using Intent Extraction Sainapse can take meaning out of even mixed language communication full of acronyms or even emojis. All that Sainapse Intent Extraction needs for this is prior training with similar data.

For example - ‘I have forgotten my password’; ‘the system is not allowing me in’; ‘Don’t know what’s happening. Can’t even get inside this system’ all mean the same to Sainapse.
Can I use Sainapse for just my group

Yes. While Sainapse users could be limited to a specific group, it has to be however confirmed whether Sainapse needs to search thru assets that belong to other enterprise groups. In such cases access to those knowledge assets/sources will need to be provided while its used by the smaller group.

Do I need lot of involvement from IT / my team

Sainapse is installed inside your ringfence with rights to access appropriate sources of knowledge. Sainapse installation and implementation is done by Sainapse team. Therefore IT just needs to provide infrastructure, appropriate APIs, access rights and confirm security/privacy compliance.

Customer User group would need to conduct UAT and confirm if additional knowledge needs to be shared with Sainapse and accordingly provide the same. For example. Users inputs are needed through around commonly used acronym definitions, ranking preference (based on source of knowledge or time of creation), need for summarization in specific situation and few other topics.

Net net, Sainapse implementation is light touch when compared to other enterprise applications and does not need full time support from either enterprise IT or user teams.
Is Sainapse able to render results adhering to our access control

Each Sainapse capability is governed by user access management which is aligned with customer’s user authentication and access protocol. Sainapse 1.9 ensures filtered rendering of knowledge assets aligned with Confidentiality level of users even within the same department.

How can I share information I find via Sainapse with my team

Sainapse search results are available via an API. Sainapse inbuilt open architecture workflow framework allows customers to define appropriate workflow options to share search results (or parts of it) to others via mail or text. Sainapse seamlessly integrates with large number of enterprise systems already making it possible to follow through with next step action as needed.
Is Sainapse meant for only engineering data

Sainapse search was built to assist engineers and enterprise users solve complex customer problems. Therefore Sainapse is able to learn from and search through most enterprise data types across unstructured and structured – namely – docx, pptx, pdf, xlsx, jpg, png, and many more. In addition, Sainapse can also access information from external sources that are typically subscribed or referred to by enterprise users. Net net, Sainapse can be used for search and solution discovery across enterprise problem solving use cases.
What makes Sainapse unique

Following elements make Sainapse stand out across 3 life cycle journeys of any search application

**Pre-search**: Sainapse requires no pre-processing - whether its labelling, indexing or categorization of data

**Search**: Relevance ranking powered by Intent Extraction that allows Sainapse to understand implicit even in acronym heavy mixed language contexts. Sainapse stands apart in its rendering down to a paragraph and record making search results immediately usable

**Post-search**: Being part of a larger Customer Support platform, Sainapse allows users to easily define, configure and orchestrate downstream actions saving significant enterprise IT effort and spend.
I have really old systems and messed up data. Will Sainapse still work?

Sainapse integrates with enterprise systems via APIs. As long as APIs are available Sainapse integration (leveraging its proprietary Raw Data Adaptor technology) is a breeze.

In a performing enterprise, knowledge is always available though it may be poorly organized. Since Sainapse does not need any ingoing data cleaning, labelling or categorization, it is truly agnostic to sophistication of cataloguing. Therefore Sainapse is able to work with most systems and even with extreme data scatter.

Which are the tools Sainapse competes with

There are many search tools in the enterprise space across Google, Microsoft, IBM, Coveo and the like. Sainapse stands as the only one approaching ‘search’ from (customer) problem solving context – leveraging capabilities such as mixed language query, granular rendering and privacy/confidentiality protection – all without any pre-processing of existing knowledge base.
Are there any limits on volume or types of data that Sainapse can process

There is no limit on data volume. Sainapse training time and infrastructure required to ensure sub-second response time however will vary with data volume and is estimated at the time of production implementation.

Sainapse works with most enterprise structured and unstructured data types across documents, data dumps, text embedded images or engineering drawings. Therefore there is no restriction on data type too.

How does Sainapse take care of security

Sainapse is always installed inside customers’ ringfence – cloud or on-prem. Beyond the first time installation, Sainapse requires no connect with internet for its operation. In summary, Sainapse stays 100% compliant with customer’s security protocols.
14 Does it create any underlying system performance degradation

Sainapse does not require any pre-req such as categorization, labelling, indexing that needs to be either added to saved in the underlying system of data. Sainapse neural model is maintained within Sainapse and it gets refreshed with every training to accommodate the changes in knowledge base since last time.

Given the above way of working Sainapse creates no impact whatsoever on the underlying system’s performance.

15 Which systems does Sainapse integrate/work with

Sainapse integrates with any system of record via APIs using Sainapse’ proprietary Raw Data Adaptor framework. So it can work with most new gen systems. Should the underlying system not have exposed APIs, Sainapse consulting team will need to work with customer team to decide on an appropriate integration strategy.
Can Sainapse aggregate search results and create an output report (say in PDF)

Sainapse is not a Knowledge Management tool but 'intelligence inside' an engineer's workbench - that understands intent behind the question (free from keywords & expressions) and deliver relevance ranked search results granularly matching the intent of the ask.

That said, implementation of Sainapse can include transfer or downloading of search results as a workflow item. Sainapse can use customer licensed publishing tools for publication and download.