

AskGordy Voice-Activated Watson Discovery for FileNet and ECMs

Mike Adams – AI Solutions Manager

Gordon Flesch Company



- 64 years, 500+ employee company
- 30+ years application development
- Dedicated Technical Support Center
- ECM, ISV, MSP, Cloud Service Provider
- IBM AI and Watson Partner
- IBM Embedded Services Partner
- IBM Beacon Award Winner



GFC AI Practice

- **Unstructured information:** documents, file shares, FileNet, SharePoint, ECM
- **Structured information:** Spreadsheets, data series, IoT
- **Business processes:** Virtual assistant, decision support, predictive analysis



Today's ECM Challenges

- 80% of data in documents is considered dark
- Multiple repositories with no common interface
- Searching for information limited to exact match
- Users need portability, instant answers and results
- No advanced AI included

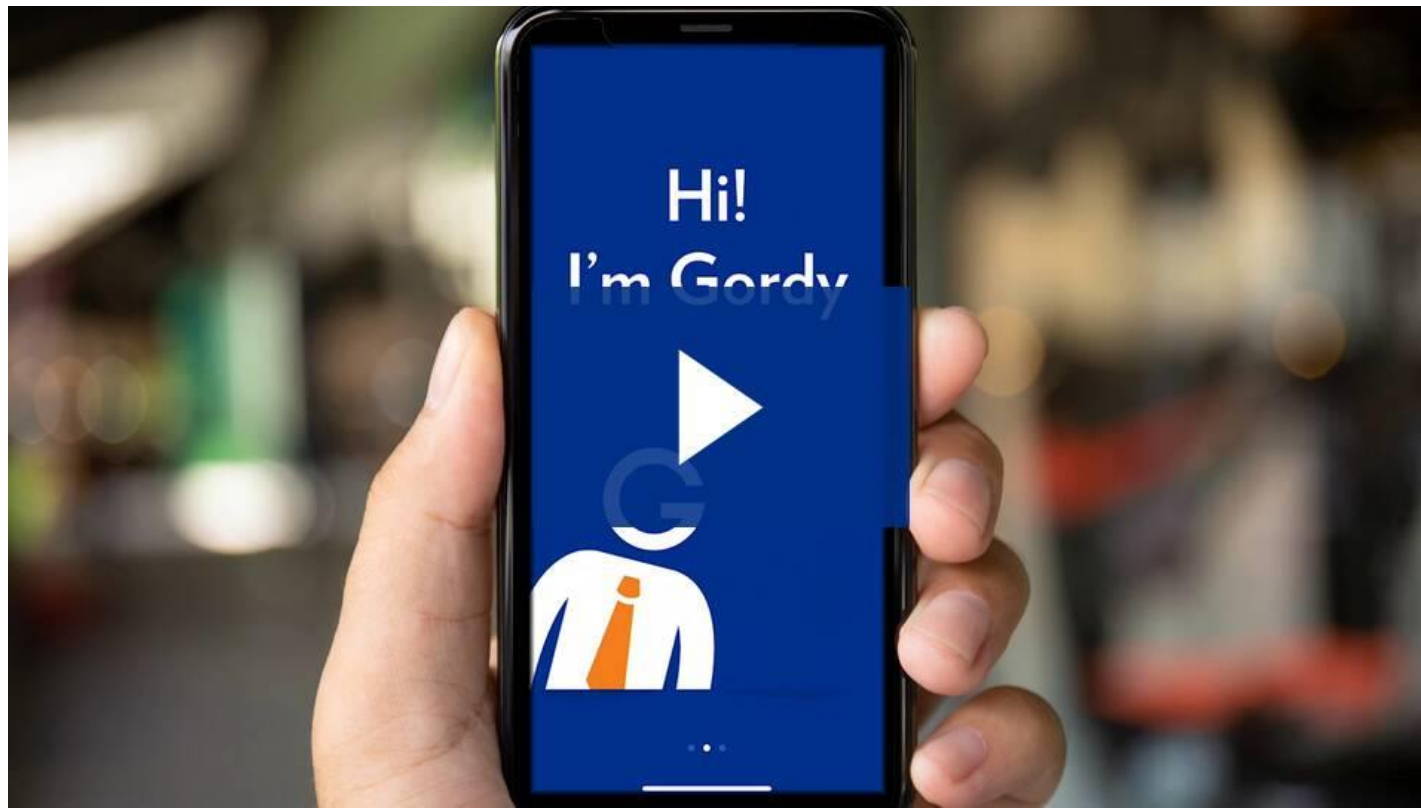
AskGordy

- IBM Watson-enabled front-end for FileNet and other ECMs
- iOS, Android and Web app interface
- Natural language interface and understanding

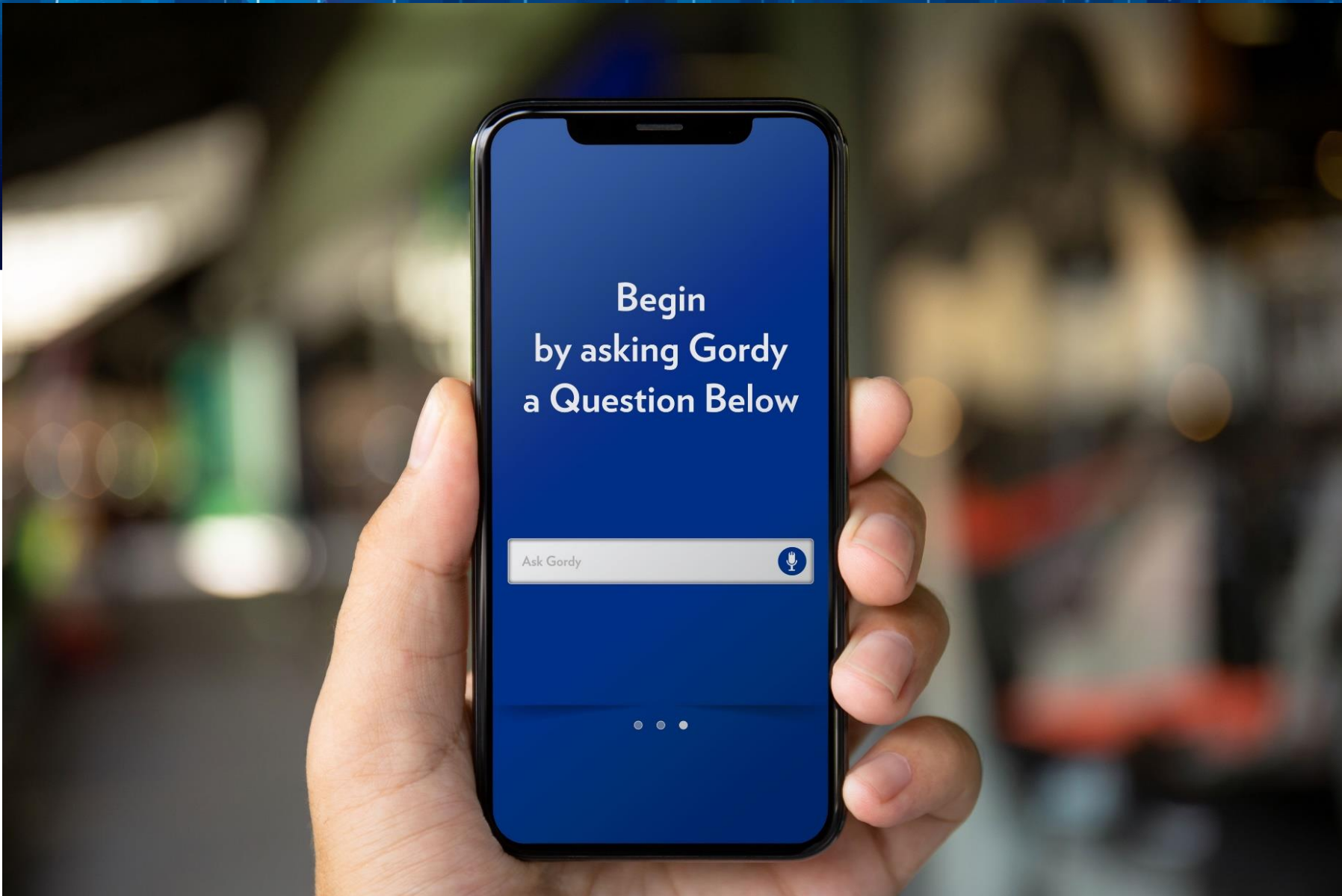
AskGordy

- Supports both speech and text interaction
- Based on query intent rather than basic search
- Becomes more exact as use increases
- Can begin with little to no advance training

AskGordy Demo

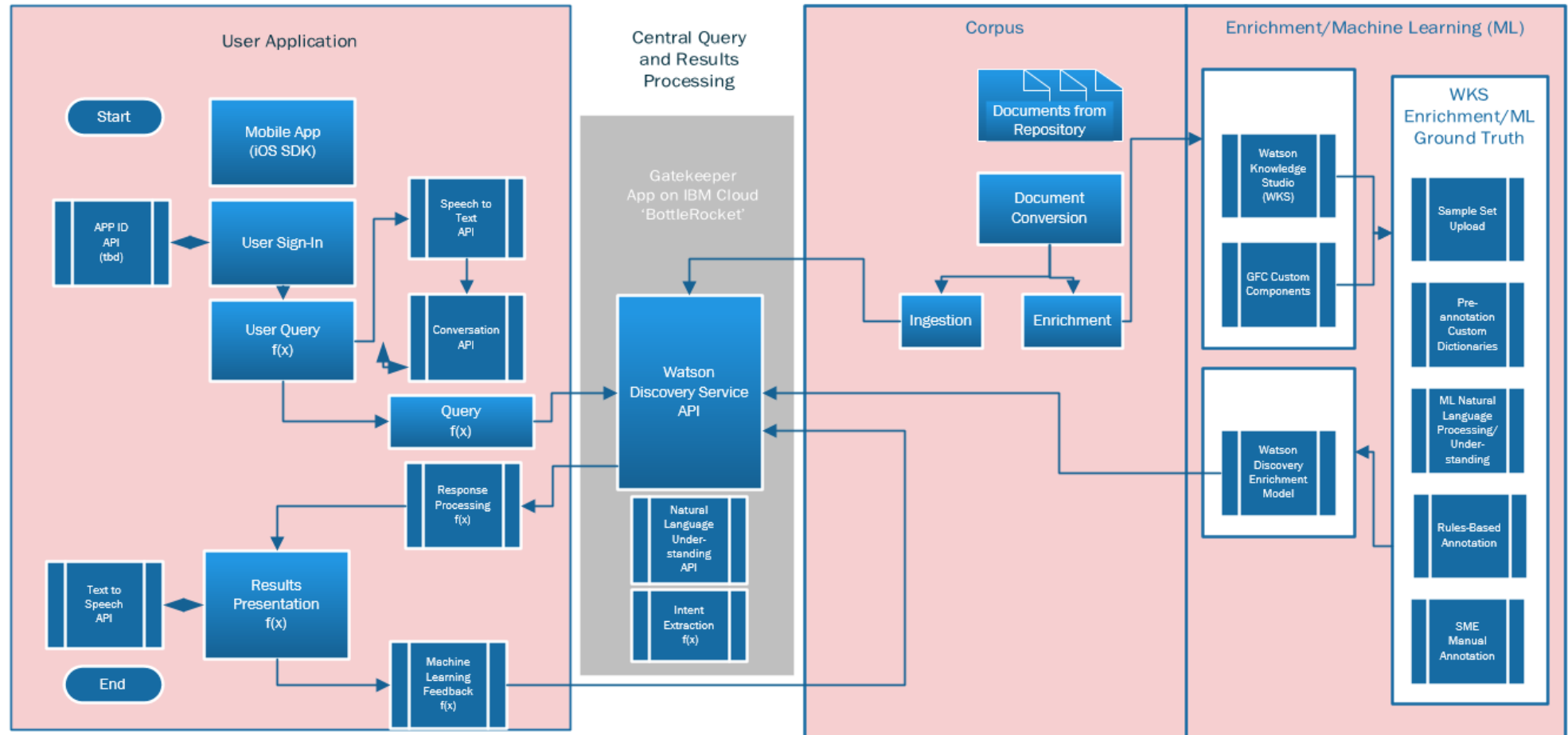


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AskGordy Components Workflow



2/5/18 M Adams
f(x) indicates GFC coded function
API indicates IBM open source API



How It Works

AskGordy Application Components



Laserfiche®

SharePoint

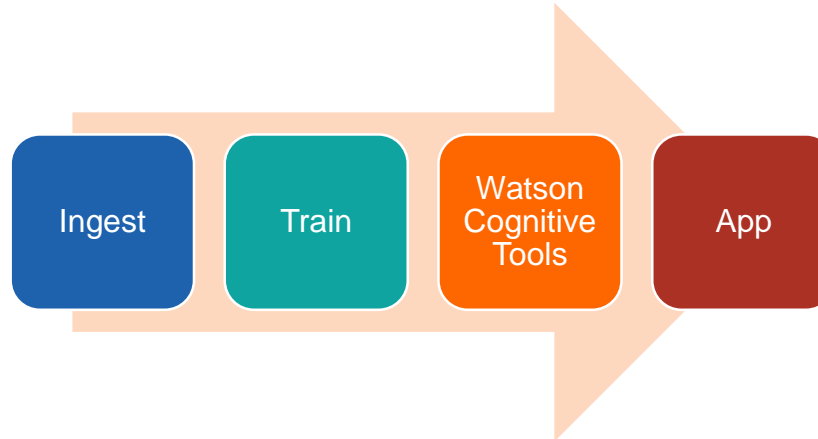
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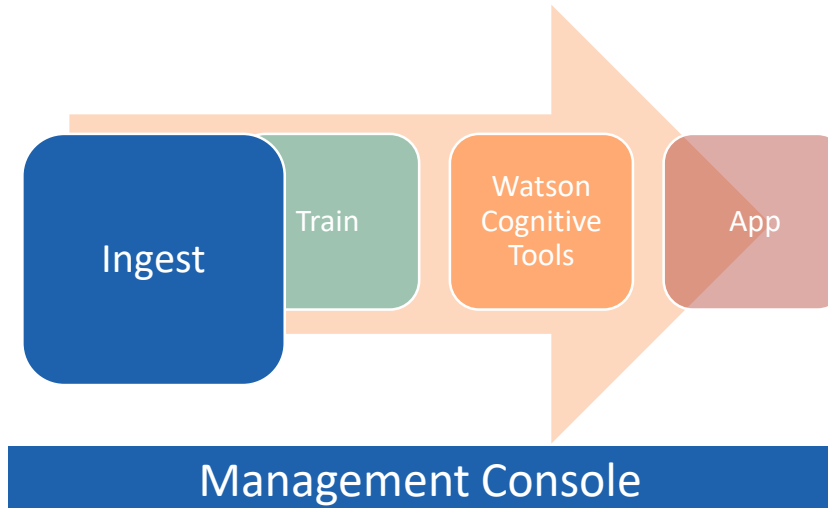
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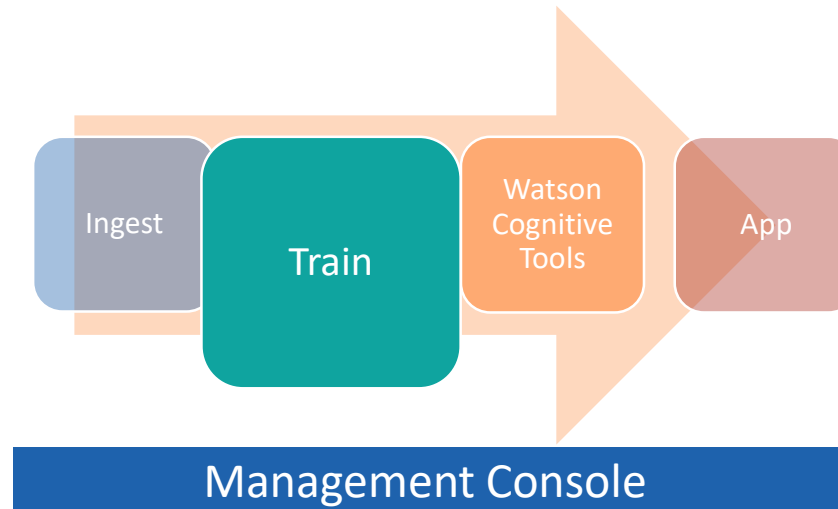
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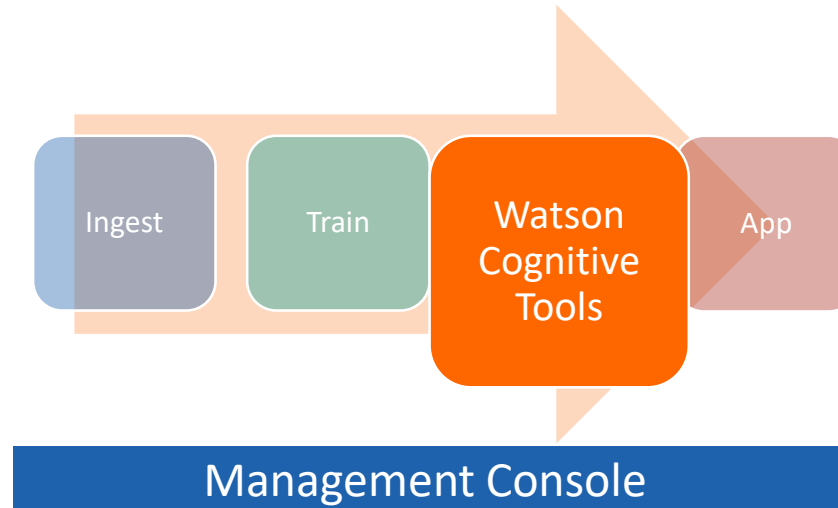
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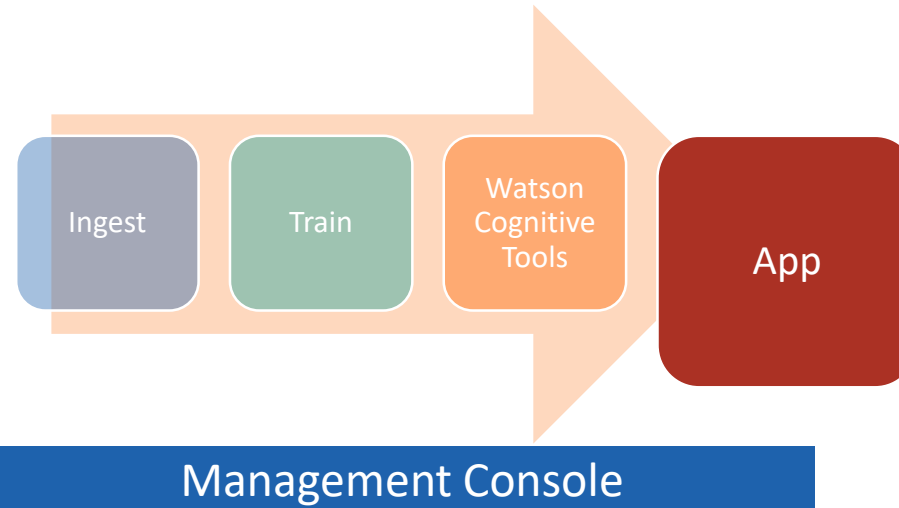
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AskGordy - Availability

- Available now from IBM
- Includes all Watson services
- Includes apps for iOS, Android and Web
- Available for IBM Cloud Pak
- Available professional services and 24/7 support
- Can be extended to other analytics offerings

A photograph of a modern office hallway with large windows, a curved wooden railing, and two people in the background. The image is dimmed to serve as a background for the text.

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