How AI Boosts Human Expertise at Wolters Kluwer

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Wolters Kluwer, a long time AllegroGraph customer, recently spoke with Alex Woodie at Datanami to describe how they are using AI tools such at AllegroGraph:

Thousands of companies around the world rely on Wolters Kluwer's practice management software to automate core aspects of their businesses. That includes doctor's offices that use its software make healthcare decisions in a clinical setting, corporate law offices that use its software to understand M&A activities, and accounting firms that use its software to craft tax strategies for high net-worth clients.

Wolters Kluwer is embedding a range of AI capabilities — including deep learning and graph analytics — across multiple product lines. For example, its Legalview Bill Analyzer software helps to identify errors in legal bills sent from outside law firms to the corporate counsels of large companies. The typical recovery rate for people reviewing bills manually is 1% to 2%. By adding machine learning technology to the product the recovery rate jumps to 7% to 8%, which can translate into tens of millions of dollars.

Wolters Kluwer is using graph analytic techniques to accelerate the knowledge discovery process for its clients across various professions. **The company has tapped Franz's AllegroGraph software** *to help it drive new navigational tools for helping customers find answers to their questions.*

By arranging known facts and concepts as **triples in the AllegroGraph database** *and then exposing those structures to users through a traditional search engine dialog box, Wolters*

Kluwer is able to surface related insights in a much more interactive manner.

*"We're providing this live feedback. As you're typing, we're providing question and suggestions for you live," Tatham said. **"AllegroGraph gives us a performant way** to be able to just work our way through the whole knowledge model and come up with suggestion to the user in real time."*

Read the full article over at Datanami.