

Hyland Knowledge Discovery

From content to confident decisions

The enterprise search challenge

Your organization has more content than ever: documents, emails, contracts, reports, customer interactions, technical specs. It's distributed across on-premises systems and multiple clouds, and most enterprises now spread information across dozens of repositories, creating a sprawling landscape that's hard to navigate.

Teams burn hours hunting across disconnected systems, toggling between interfaces and hoping they haven't missed something critical. Knowledge workers lose productivity, decision makers face delays and IT leaders shoulder rising complexity and risk.

Traditional search returns documents when what you need are answers. It can't interpret context across sources, validate claims or show you where the facts came from. Meanwhile, pressure to "do something with AI" is mounting. Without grounded, verifiable outputs, it's hard to know where to start or what to rely on. **Knowledge Discovery** closes this gap.

Purpose-built for the realities of today's enterprise, it unifies access to information across your content landscape and empowers your team with AI-driven search and decision support, grounded in the expertise and governance your business demands.

How Knowledge Discovery works

Knowledge Discovery uses retrieval-augmented generation (RAG) to ground AI responses in your enterprise content. When a user asks a question, the system searches your

approved sources, retrieves relevant passages and generates an answer with citations. This reduces hallucinations and gives users a faster path from question to answer.

But many enterprise questions require more than retrieving passages from individual documents. The answer often depends on connecting information across contracts, policies, case files and other records.

This is where the **Enterprise Context Engine** changes what's possible. It builds a governed context layer that connects your content through entity relationships and industry-specific ontologies. When a user asks a complex question, Knowledge Discovery doesn't just retrieve passages. It reasons across connected context to deliver answers that are more complete, more explainable and closer to real decision support.

Why Knowledge Discovery over off-the-shelf AI chatbots

Enterprise-ready with built-in governance: Unlike generic AI search tools, Knowledge Discovery is built for organizations that can't compromise on security and compliance.

- Deploy customizable guardrails that provide AI responses meet your standards.
- Adapt to industry-specific needs and regulatory frameworks.
- Extend your existing data governance policies to AI-powered search without starting from scratch.

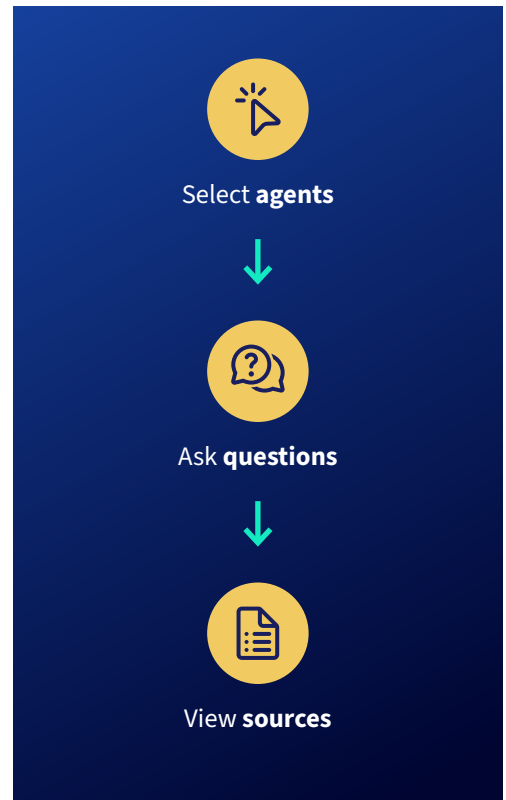


Grounded in your content: Each response is grounded in your enterprise content and traceable to its source. Powered by the Enterprise Context Engine, Knowledge Discovery surfaces information connected across documents and entities to deliver answers that are explainable and complete. Linked sources let your teams verify the evidence behind every response before taking action.

Multirepository intelligence: Break down silos while keeping content where it lives, giving you a unified view without the disruption of data consolidation projects.

- Connect information across your entire enterprise without costly migrations.
- Access content from Hyland repositories through deep integration, plus third-party systems using out-of-the-box and custom connectors.

Hyland is a trusted, proven partner: With decades of expertise in managing mission-critical content, Hyland is a secure custodian for your enterprise data. We bring deep industry knowledge and governance capabilities into the age of AI, helping you innovate responsibly and with control. Our track record with thousands of organizations worldwide, including more than half of the *Fortune 100*, means you're deploying AI search with a partner that understands the stakes and has the experience to get it right.



Key features

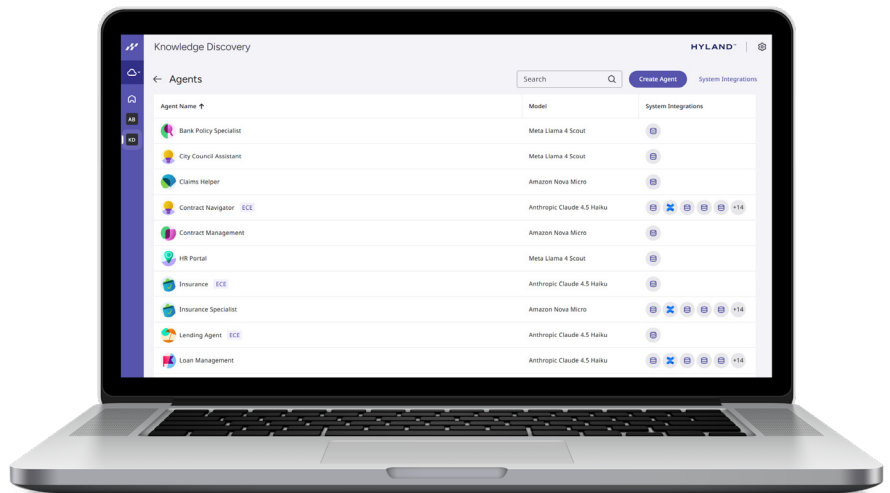
Knowledge Discovery agents: Use an intuitive, point-and-click interface to build AI agents that specialize in specific knowledge bases, handle repetitive queries and address business needs. Tailor agents with advanced LLM instructions and define each agent's tone, response length and behavior, making them genuinely useful for different teams and contexts.

Consolidated knowledge: Access information from multiple content repositories and other tools that generate data for a unified view of information.

Deep integration with Hyland repositories: Easily surface information from OnBase, Perceptive Content, Alfresco and Nuxeo using out-of-the-box connectors.

Answer transparency: As Knowledge Discovery generates an answer, users can see the system's retrieval and planning progress, including how the question is expanded, which tools are being used and where evidence is being gathered.

Document-level privileges: AI generated answers inherit source repository permissions, so users only see what they're authorized to see.



600+ file format support: Search across diverse file formats with content lifecycle awareness. With Hyland Knowledge Enrichment built in, versioning, metadata and access rights are handled automatically.

Governed context layer: Go beyond basic retrieval. The Enterprise Context Engine connects information across documents, entities and relationships so Knowledge Discovery can deliver answers grounded in a complete understanding of your content.

Source verification: Every AI-generated response includes a list of source documents used to create the answer. Click through to view the original documents, with list to relevant passages, so you can validate outputs and dig deeper when needed.

Full evidence trail: Every answer provides a complete provenance path from source document to entity to Business Object, ensuring full traceability for audit, compliance and litigation requirements.

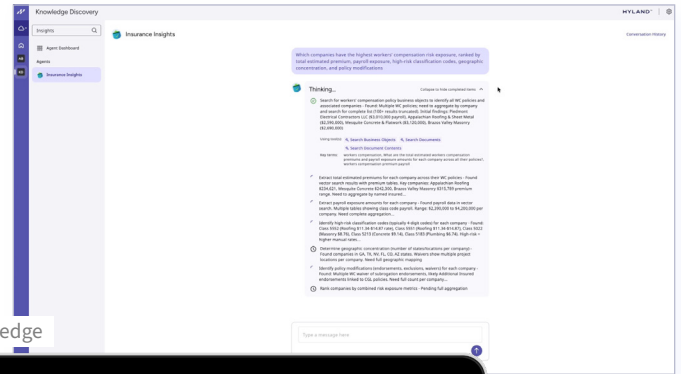
Agent Focus filtering: Narrow search results by specifying metadata fields and applying dynamic filters, which refines AI outputs and promotes more accurate, relevant information for each query.

Content lifecycle awareness: Natively handles versioning, metadata and access rights to ensure that the most current, relevant and secure information is used.

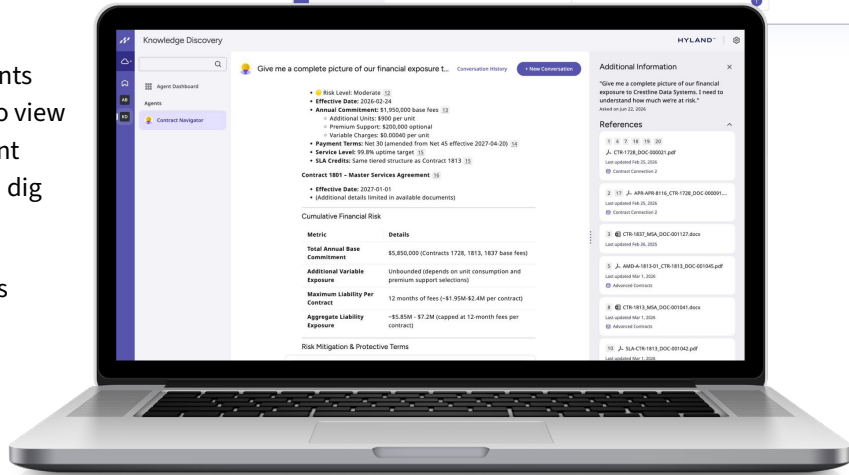
Analytics and feedback loops: Provides insightful dashboards to track adoption, monitor answer quality and enable continuous improvement, allowing the system to evolve with your needs.

➔ Visit the [Knowledge Discovery product guide](#) for a comprehensive list of features.

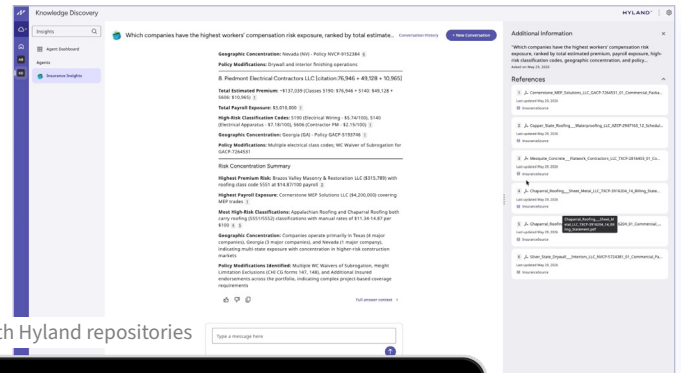
Answer transparency



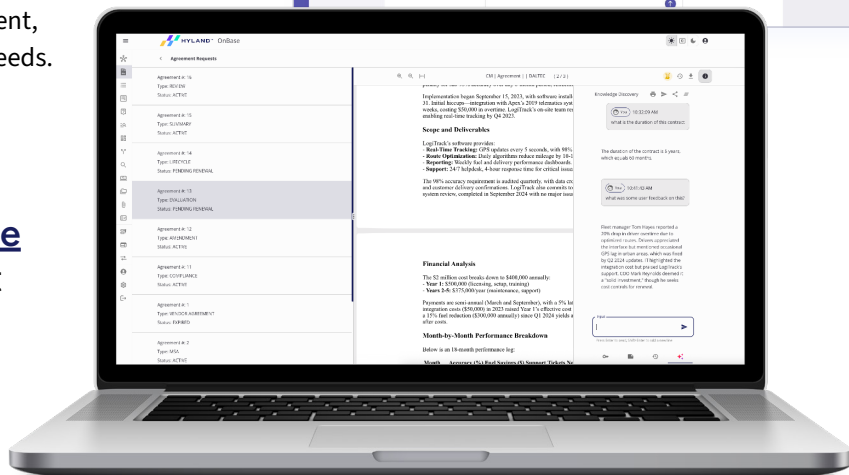
Consolidated knowledge



Source verification



Deep integration with Hyland repositories



Key benefits

- **Accelerate decisions:** Get complete answers by surfacing information grounded in relationships across documents and entities, regardless of source repository. Reduce the time from question to decision so your teams can act faster and with confidence.
- **Information you can rely on:** Answers inherit permissions from source repositories so users only see information they're authorized to access. Source citations and governance controls give your teams the confidence to act on AI outputs.
- **Reduce time spent on search:** Eliminate hours lost to manual searches across disconnected sources and diverse formats. Natural language queries and AI-powered search return relevant information in seconds, freeing teams to focus on value-added work.
- **Scale AI adoption with confidence:** Give your organization a governed alternative to consumer AI tools. Customizable guardrails and enterprise-grade controls let you scale AI search across teams and departments while staying compliant.
- **Increase workforce productivity:** Free knowledge workers from repetitive information gathering and enable them to spend more time on analysis and strategic initiatives. Intelligent agents handle a wide variety of requests, helping your team to do more without increasing headcount.
- **Retain and scale institutional knowledge:** Instantly surface decades of organizational expertise, reducing onboarding time for new hires and ensuring critical knowledge remains accessible as your workforce evolves. Knowledge Discovery agents help capture, preserve and share institutional insights without overwhelming subject matter experts.

Use cases

- **Contractual obligations assistant for government:** Quickly surface details from engineering documents, contracts and design specifications.
- **Market intelligence assistant for financial services:** Assess market trends and evaluate risk by retrieving information from reports, filings and analysis documents.
- **Enterprise knowledge assistant for commercial:** Enable employees to find product documentation, competitive intelligence and internal best practices.
- **Claims research assistant for insurance:** Retrieve information from policy documents, medical reports and claims history to validate claims and assess risk.
- **Clinical information assistant for healthcare:** Search patient records, medical literature and treatment protocols to support diagnosis and care planning.

Who Knowledge Discovery is for

- **IT leaders:** Break down information silos without costly migrations and extend existing governance policies to AI-powered search.
- **Business leaders:** Accelerate decision-making with faster access to comprehensive enterprise knowledge.
- **ECM admins:** Easily connect content repositories to enable secure querying that respects existing governance and security rules.
- **Business users:** Find what you need in seconds with simple questions, freeing you to focus on high-value analysis and decision-making.

About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For additional information on the Hyland platform and services, please visit [Hyland.com](https://www.hyland.com).

