



organize, relate, and act upon natural language text with:

languageWare™

solutions start here.

www.ibm.com/software/jstart/languageware

discover and monetize the hidden value in unstructured information for your business

get started with a jStart workshop:

LanguageWare™ (LW) is a flexible, open, and extensible natural language processing solution that:

- Provides an environment for capturing the knowledge of business domain experts into dictionaries and semantic rules for re-use.
- Allows customizable Information Extraction for logical reasoning to draw inferences from natural, unstructured communications.
- Offers Entity & Relationship Recognition to classify words or phrases into categories that can be analyzed for business meaning.
- Fits seamlessly into existing e-mail, instant messaging, business intelligence, and various other desktop or mainframe applications.

What problems are addressed?

Companies attempt to apply structure to information gathered through forms based systems –but most business information and communications remain unstructured, natural language texts:

- An insurance claims adjuster has hundreds of claims to review each day and often misses key information doing so manually.
- Clinicians notes that communicate patient diagnoses and treatment programs often contain comments that are lost in translation.
- High security organizations have unstructured documents that require expensive, manual assignment to multiple security standards for communication with outside entities.

What opportunities are presented?

- LW quickly analyzes and sorts claims by severity of risk so that claims analysts can process them more efficiently and effectively.
- By analyzing even the comments in clinicians notes, LW improves communication and patient treatment between healthcare entities.
- For security, LW automatically identifies and maps specific sensitive data within documents to the correct transmission standard.

How does LW enhance my business processes?

- Start by building custom dictionaries and rules to capture the knowledge or field expertise of your business domain experts. This knowledge evolves over time and learns from these users.
- As LW captures their knowledge, it can be integrated into your current applications to extract and analyze streams of natural text–exposing new relationships and insights relevant to your business.
- Convert these results into any repository type (relational DB, XML, etc.) for increased accessibility and transparency. Business processes can then benefit from new information and insights.

jStart has created a series of briefings and workshops to help clients understand how LW technology might address their challenges, as well as to help the jStart team to better understand the unique needs of our clients.

Participants: jStart Engagement Manager and Architect with customer team (LoB executives, IT Staff, End-Users).



Technology Briefing

This briefing includes presentations, roundtable discussions, off the shelf demonstrations and high level architectural white board sessions exploring the challenges the customer faces and how LW can address these issues.

Length: 2-3 Hours w/jStart Engagement Team

Deliverable: Briefing Materials



QuickStart Pilot

Provides an advanced LW solution for rich text-level analysis, parsing, rules development, named-entity and relationship recognition, contextual analysis, semantic analysis and disambiguation. This option is best for customers who desire natural language processing through a small pilot project.

Length: 1/2 Day Planning Session w/ jStart
1-2 Days Installation, Setup, and Testing

Deliverable: Prototype/Proof-of-Concept Implementation



Integration Workshop

Need a more comprehensive solution to satisfy your business needs? We can provide an Eclipse-based environment for customizing LanguageWare capabilities for specific domains, applications, or customers.

Length: 2-4 Days Onsite Workshop w/ jStart
+ Variable Time for Implementation

Deliverable: Workshop materials, Project Objective Document, Statement of Work.

to discuss a jStart Workshop, contact:

Jim Smith
Manager/Managing Consultant
jamesmi@us.ibm.com
Tel: 919.387.6653

jStart Team HQ
jstart@us.ibm.com
Tel: 919.254.4648
www.ibm.com/software/jstart

