VERSION 1

Red Hat

A validated way to run text analytics in a microservices architecture

With Smart Text from Version 1

> *"Version 1 is proud to partner with Red Hat in our mission to help our customers create new value and opportunities for business by leveraging cutting edge technology to address common day to day challenges. Version 1 has built Smart Action Suite, a set of hyper automation applications, with a clear focus on increasing productivity. In using both cloud and open source technology, Red Hat is a natural partner for this."*
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> —
> **Ken MacMahon**
> Head of Technology and Innovation at Version 1

Version 1 helps organizations to preemptively address potential GDPR issues and distill actionable intel from documentation using innovative technologies such as artificial intelligence (AI) and robotic process automation (RPA).

Achieve more and deliver better customer service through automation

Automation plays a critical role for organizations facing increased pressure to reinvent and do more with less, such as delivering higher levels of customer service while operating with static or reduced budgets.

Smart Text is part of Version 1's Smart Action Suite, a hyper automation set of open source, enterprise-ready productivity apps that enables companies to address challenges and realize opportunities through innovative technologies such as AI and RPA.

Gain actionable insights with natural language processing

Natural language processing (NLP) has a dramatic impact on the ability of organizations to develop new and actionable insight into the conversations and interactions they have with their customers, including the documents they receive.

Deployed on Red Hat® OpenShift® Container Platform, Smart Text uses AI to provide deep insight into documents and messages by extracting meaningful information such as named entities, regular expressions, main topic, and sentiment. It also provides an intelligent summary returning of the whole content of a document in a few sentences. Smart Text's semantic search functionality returns semantically related concepts and their context within multiple documents for a term(s) searched by the user.

Version 1 Smart Text's services have been developed using a mix of transformers technology, leading NLP open source libraries, and custom components. Each service has been developed as a separate mini-app, exposed via Spark applications. As a result, the components can be combined to shape different solutions to meet customers' goals.

The following architecture shows a schematic view of the Smart Text application on Red Hat OpenShift Container Platform. The individual services can be hosted in any environment - public, private, or hybrid cloud.

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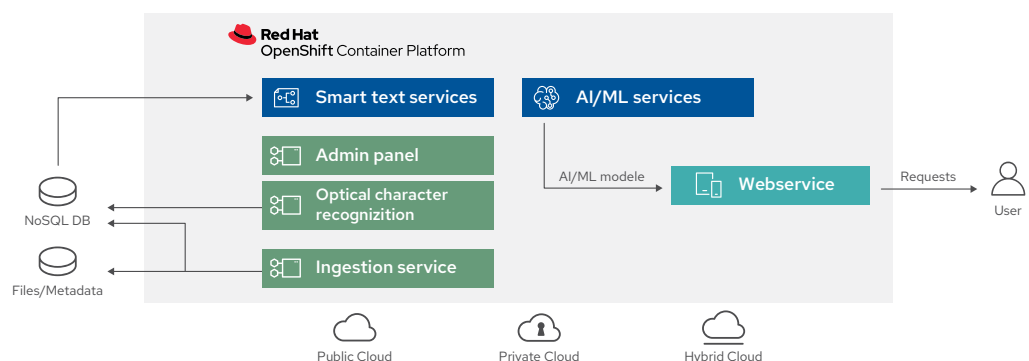
A managed service tailored to your needs

Version 1's Smart Text managed service can be customized to your business needs and deployed on premise or in the cloud, providing you with the ability to:

- ▶ Categorize and triage documents.
- ▶ Prioritize based on sentiment.
- ▶ Provide next best action recommendations based.
- ▶ Manage GDPR risk.

- ▶ Quickly access intelligent summarisation.
- ▶ Reduce time to locate information.
- ▶ Extract data to drive process and decision automation.
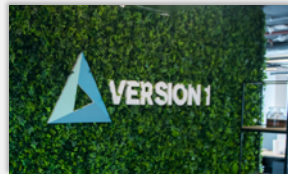
Discover how Version 1 can support your business:
Learn more about Smart Text and Smart Action Suite.

Contact us →

About Version 1

Version 1 proves that IT can make a real difference to our customers' businesses. We are trusted by global brands to deliver IT services and solutions which drive customer success. Our team of over 2200 dedicated difference-makers works tirelessly to provide independent advice and deliver impactful changes to help our customers navigate the rapidly changing Digital-First world we live in. Our greatest strength is balance in our efforts to achieve Customer Success, Empowered People and a Strong Organization, underpinned by a commitment to our values. We believe this is what makes Version 1 different and more importantly, our customers agree. Learn more.

About Red Hat

Red Hat helps customers standardize across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with award-winning support, training, and consulting services.