

Knowledge Search

The Intelligent Knowledge Management Solution for your Company. The right knowledge, to the right people, at the right time. Automatically.

Syntphony Knowledge Search is NTT DATA's intelligent search and knowledge management platform that redefines how organizations capture, connect, and consume information. In a business environment where speed, accuracy, and informed decisionmaking determine competitive advantage, Syntphony Knowledge Search becomes the essential enabler that transforms scattered data into accessible, actionable knowledge.

At its core, Syntphony Knowledge Search is far more than a corporate search engine—it is a cognitive ecosystem powered by Generative AI, semantic search, automation, and intelligent knowledge discovery. Its mission is clear and powerful: to put the right knowledge in the hands of the right person at exactly the right time. In a world overwhelmed by information, this capability is what separates slow organizations from truly intelligent ones.



Insurance



Manufacturing &
Consumer Packaging Goods



Telco, Media & Technology



Automotive



Energy & Utilities



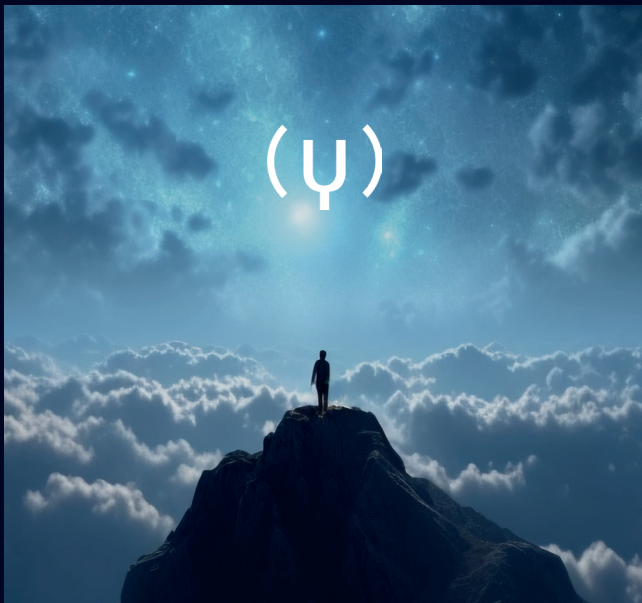
Healthcare, Life Sciences & Pharma



Retail

Why syntphony ?

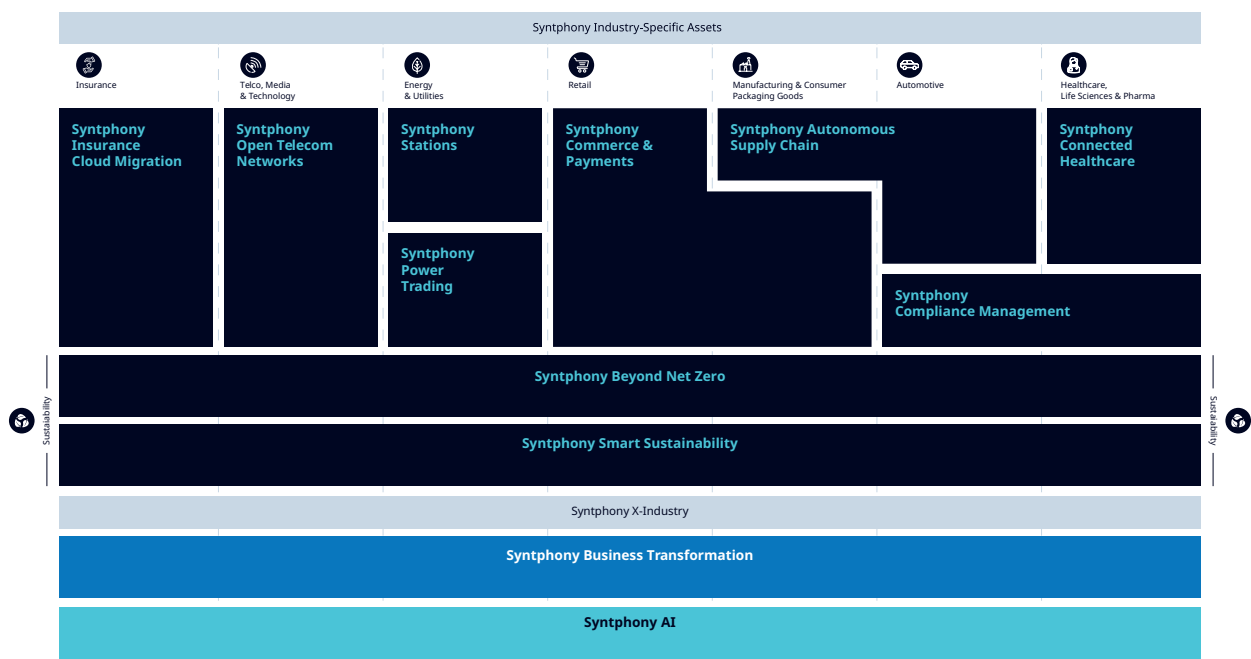
We develop products and solutions that are in tune with businesses



Syntphony is the composable platform of digital products and solutions from NTT DATA, created to help global organizations accelerate innovation, align business strategy with technology, and scale transformation initiatives with speed and efficiency.

Designed for enterprises that demand flexibility, modularity and integration, Syntphony offers a portfolio of ready-to-deploy, enterprise-grade digital products developed by NTT DATA's global talent network. By combining business consulting expertise, proprietary technologies and industry knowledge, the Syntphony ecosystem multiplies the value for clients, reducing time to market and unlocking synergies across multiple domains.

Syntphony is the most valuable Product Composable Platform of NTT DATA, enabling clients to orchestrate scalable, resilient, and future-ready business solutions.



Syntphony AI

Syntphony AI provides you with a common data layer and data management capabilities to build the foundation of your Data & AI platform, including technical capabilities, Gen AI features and packaged modules like Conversational AI Agents or intelligent search to just mix & match and deploy services into production to accelerate the most common vertical use cases.

Syntphony AI helps you unlock efficiency, drive innovation, and stay ahead of the competition by transforming your data into actionable insights, which will fuel your business growth and allow you to deliver personalized experiences.



Conversational AI Agents

We build enterprise AI Agents using NLP, machine learning and LLM orchestration—integrated across systems to deliver scalable, real-time, multilingual and hyper-personalised automation.

Knowledge Search

We provide intelligent, semantic search across structured/unstructured data, improving collaboration, accelerating access to relevant knowledge and integrating seamlessly with tools like Microsoft 365, SharePoint and SAP.

Data Management

We unify customer data into a single Golden Record using real-time validation, enrichment and deduplication—ensuring accuracy, GDPR compliance and insight-driven decisions across B2B and B2C contexts.

AI Factory

We operationalize Generative AI with prebuilt use cases, private LLMs and modular architecture—accelerating deployment, reducing complexity and ensuring secure, enterprise-grade scalability and governance by design.

When Information Becomes Overload

The cognitive search and intelligent knowledge discovery market is undergoing unprecedented growth. Between 2022 and 2024, global investments in this space surpassed **US \$3 billion**, representing a **292%** increase compared to 2016–2021, with more than 30 major funding deals closed in just three years. This surge reflects a clear pattern: organizations are moving away from traditional search tools and embracing intelligent systems capable of understanding context, interpreting natural language, and generating more accurate insights.

This investment boom is just one indication of the structural change underway. The rapid adoption of Large Language Models (LLMs), the maturity of cloud-native architectures, increasing regulatory requirements in data-intensive industries such as banking, healthcare, and energy, and the explosion of unstructured information have fundamentally reshaped expectations for corporate knowledge platforms.

According to Insight Engine market forecasts, the sector is expected to reach **US \$2.27 billion by 2025**, and an impressive **US \$7.26 billion by 2030**, with a **26.18% CAGR**. This is not just a technological trend—it is a business necessity driven by four major forces:

Rapidly expanding, increasingly complex, and highly fragmented data

Over **80%** of enterprise knowledge exists as unstructured information — emails, presentations, documents, chats, repositories, knowledge bases, project files, and more. Lack of integration creates duplication, inconsistency, and wasted time. For most companies, internal search is now a structural pain point.

The need for real-time, data-driven decisions

Leaders require fast, accurate, contextualized insights to make informed decisions. Locating documents is no longer enough; organizations must interpret, summarize, and synthesize information. Generative AI is becoming a key accelerator.

Regulatory pressures and compliance risks

Industries such as banking and healthcare require accuracy, traceability, and impeccable documentation. Poor knowledge management not only causes inefficiencies — it creates legal and compliance risks.

Loss of expertise and knowledge drains

Employee turnover and the retirement of highly experienced personnel create massive losses of mission-critical knowledge. Companies must find ways to systematically capture, preserve, and democratize expertise.



Syntphony Knowledge Search is NTT DATA's solution to one of today's most pressing organizational challenges: **turning dispersed, redundant, and tacit information into living, accessible, actionable knowledge for all employees.**

A unified and intelligent corporate knowledge ecosystem

Syntphony Knowledge Search consolidates multiple repositories — technical, operational, functional, and administrative—into a single point of truth. The platform connects to internal systems, project databases, client files, documentation portals, wikis, ECMs, cloud applications, and legacy infrastructure, creating a single, reliable, and coherent source of knowledge.

It not only indexes data - it also normalizes, consolidates, establishes relationships, classifies and enriches it to ensure quality and accessibility.

Collaboration, expertise mapping, and knowledge preservation

Syntphony Knowledge Search goes beyond documents—it identifies internal experts, maps their skills, and fosters cross-functional collaboration. It captures tacit knowledge, analyzes patterns, and preserves institutional memory to ensure continuity and resilience.

Semantic search enriched with enterprise-grade Generative AI

Syntphony Knowledge Search understands user intent, not just keywords. With its semantic engine and NTT DATA's Generative AI integration, Syntphony Knowledge Search provides:

- Contextual, natural-language answers
- Automatic document summaries
- Smart comparisons across sources
- Explanations tailored to each employee's role
- Discovery of relevant content even without keyword matches

This makes Syntphony Knowledge Search feel less like a search engine and more like a knowledgeable assistant.



Intelligence That Organizes, Understands, and Connects

Syntphony Knowledge Search makes it easy for you to get a transformative solution that maximizes value and enables your business to achieve its goals with unmatched efficiency driven by its differentiating advantages:

Variety of sources

Syntphony Knowledge Search can find and understand a wide variety of structured and unstructured content stored in Microsoft 365, Teams, SharePoint, Confluence, SAP, Jira, BOX and other data sources.

Adaptable and ready to use

It requires no changes to source information repositories and enables access to knowledge through a variety of standard interfaces, such as the web interface, native Teams app, or provisioning information to third-party apps via existing APIs.

Precise answer to questions

Syntphony Knowledge Search offers a centralized point of all the Company's knowledge that, taking advantage of the capabilities of Generative AI-based RAG, allows obtaining accurate answers and generating new valuable content for employees.

Privacy

The company information will remain private to the business, never leaving the customer's Azure subscription. Plus, the access to the information be based on the user's internal permissions.



Accurate Information, Right When You Need It

Syntphony Knowledge Search presents a solution designed to meet the diverse needs and levels of technological maturity of any client. Thanks to our on premise deployment in customers' cloud we can adapt to our customers' data privacy and infrastructure requirements and needs, while keeping the data in their own Azure subscription. Syntphony Knowledge Search offers a comprehensive set of benefits designed to meet the changing needs of modern businesses.

Increased Productivity

Enhance organizational efficiency by reducing time spent on information retrieval, enabling employees to focus on value-added tasks. Save time and resources by expediting common tasks such as document retrieval, meeting preparation, and expert location.

Fostering Creativity in the Workplace

Transform your organization into a hub of innovation by embracing a knowledge-driven culture that nurtures creativity and continuous learning. Empower employees to share insights and develop their skills, driving innovation and competitive advantage.

Engaged Workforce

Cultivate a collaborative environment that promotes employee well-being and fosters talent retention. Break down hierarchical barriers and facilitate open communication channels between executives and employees, fostering a sense of belonging and shared purpose.

Adaptability and Ease of Use

Seamlessly integrate Syntphony Knowledge Search with existing systems and workflows, eliminating the need for extensive modifications. Enjoy access to insights through familiar interfaces such as web browsers, native apps, and third-party applications, ensuring ease of adoption and user satisfaction.

Comprehensive Content Understanding

Harness its power to understand a wide range of structured and unstructured content across multiple data sources. From Microsoft 365 to SAP, our platform ensures access to critical information, enabling informed decision-making and driving business success.

Promoting Personal Development

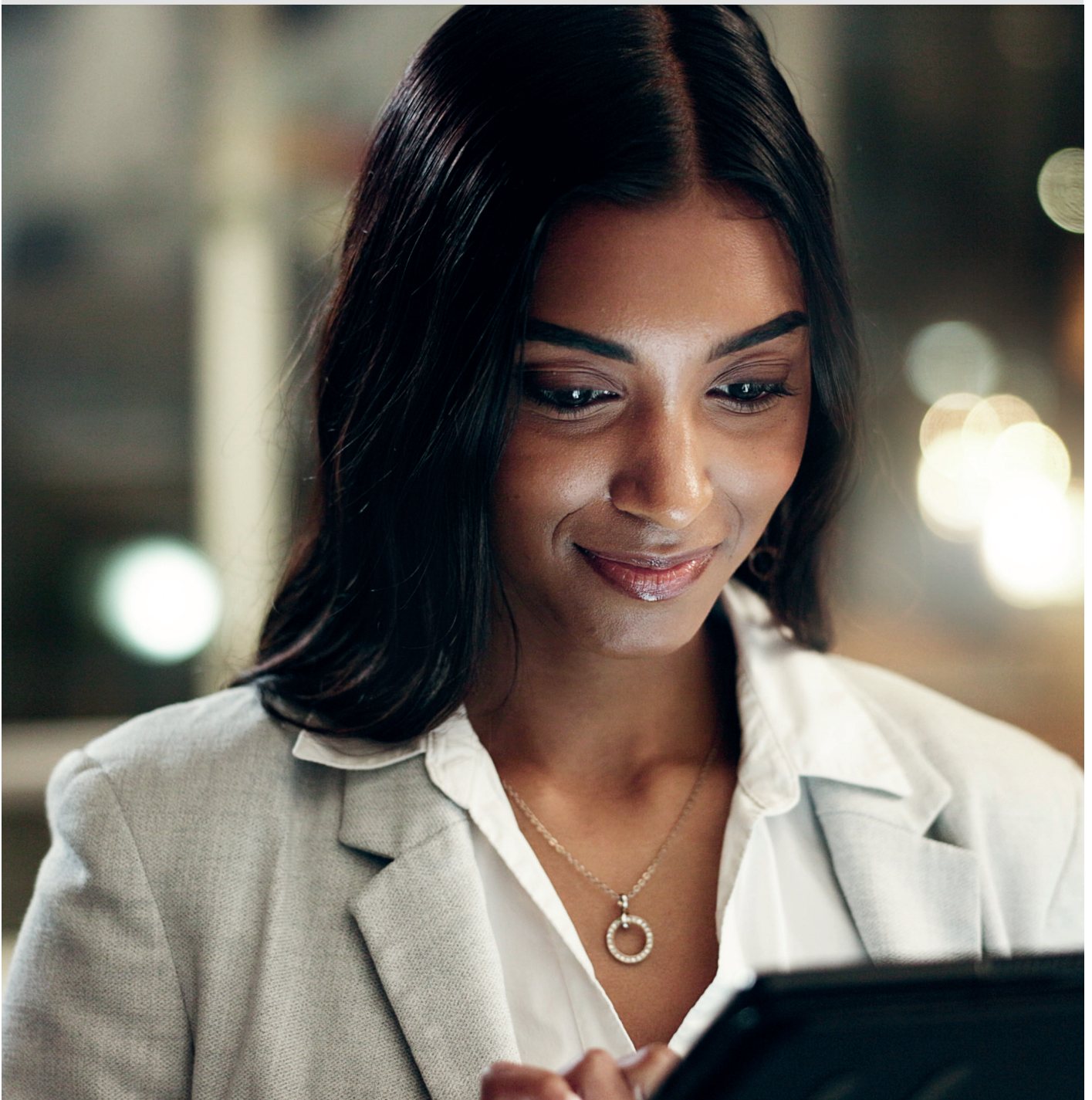
Empower employees to expand their knowledge and skills through seamless information sharing and collaboration. Syntphony Knowledge Search facilitates continuous learning and professional growth, enabling employees to unlock their full potential and drive organizational success.

Improved quality of deliverables

Elevate the quality of outputs by providing access to the best sources of information, including hidden insights that users may not have been aware of. Syntphony Knowledge Search ensures that deliverables are informed by accurate and relevant data, enhancing their value and impact.

Knowledge moves faster than people and documents

Syntphony Knowledge Search enters the content, analyses it, understands it and connects it with everything that exists in your company. No need to move your documents, change data repositories or digital workplace software.



Compatible With Multiple Sources and Applications

We innovate by adapting market technology to Syntphony Knowledge Search with these features and capabilities:

Intelligent Semantic Search System

Syntphony Knowledge Search features an intelligent semantic search system that understands user intent and context, delivering precise and relevant results with minimal effort. By leveraging advanced search algorithms and semantic analysis, our platform enables users to quickly find the information they need, boosting productivity and efficiency.

Knowledge Discovery Graphs

Revolutionizing information retrieval, Syntphony Knowledge Search employs advanced knowledge graph technology to connect disparate data points, enabling intuitive navigation and insightful analysis. Our platform constructs a comprehensive knowledge base, empowering users with unprecedented access to critical insights and relationships.

Generative AI-powered conversational employee support

Syntphony Knowledge Search delivers personalized, context-aware assistance by retrieving relevant corporate knowledge from multiple sources and generating accurate responses, combining advanced search and Generative AI to provide reliable, up-to-date information for employees.

Unified Information Consolidation

Syntphony Knowledge Search seamlessly consolidates information from multiple sources into unified profiles, providing users with a holistic view of their data. By integrating structured and unstructured data, and leveraging on Machine Learning, NLP and GenAI our platform enhances decision-making and collaboration, driving organizational success.

Knowledge Domain Customization

Syntphony Knowledge Search is highly customizable, allowing adaptation to specific use cases, business units, companies or industries, ensuring tailored solutions that meet unique organizational needs and maximize relevance.

Cognitive Recommender System

Syntphony Knowledge Search incorporates a cognitive recommender system that analyses user behaviour and preferences to deliver personalized recommendations.

By leveraging machine learning and user profiling techniques, our platform ensures that users receive relevant content and insights, maximizing engagement and satisfaction.

Multilingual Support

Syntphony Knowledge Search caters to global audiences with support for multiple languages, including English, Spanish, and Japanese. With transparent searchers and multilingual results, our platform ensures seamless communication and collaboration across diverse teams and regions.

Employee Onboarding

Syntphony Knowledge Search streamlines employee onboarding processes by providing access to comprehensive knowledge bases and training materials. By centralizing onboarding resources and facilitating self-paced learning, our platform accelerates employee integration and proficiency, driving organizational agility and success.

Analytics & insights monitoring

Syntphony Knowledge Search provides dashboards and KPI's to monitor usage, knowledge flow, search performance, and user engagement, providing actionable insights to optimize efficiency and improve overall knowledge management.



Semantic Search

Discover relevant information with ease using our semantic search capabilities. By understanding context and intent, Syntphony Knowledge Search delivers accurate results, allowing users to find the answers they need quickly and efficiently.

Know-who and Know-how

Seamlessly connect individuals with the knowledge and expertise they need to succeed. Syntphony Knowledge Search enables users to identify subject matter experts and access relevant information, fostering collaboration and innovation within organizations.

Information that connects and enriches

Break down data silos and enhance the value of your information assets with Syntphony Knowledge Search. Our platform integrates, enriches, and connects disparate data sources, enabling comprehensive analysis and informed decision-making.

Employee Experience

Elevate employee satisfaction and productivity with Syntphony Knowledge Search. By providing intuitive access to information and resources, our platform enhances the employee experience, driving engagement and retention.

Syntphony Knowledge Search Gen AI use cases:

- Automatic generation of summaries
- Question Answering and content generation based on corporate and internal knowledge
- Information Extraction and Profile Enrichment
- Generation of content based on existing documentation

Digital Workplace

Transform your workplace into a digital hub of collaboration and innovation with Syntphony Knowledge Search. Our platform facilitates seamless communication, content sharing, and workflow automation, empowering teams to achieve their goals more effectively.

Shared Information Management

Streamline the management of shared information with Syntphony Knowledge Search. From document versioning to access control, our platform provides robust tools for organizing, securing, and distributing critical information assets.

Data Integration, Consolidation, and Visualization

Gain valuable insights from your data with Syntphony Knowledge Search. Our platform seamlessly integrates, consolidates, and visualizes data from multiple sources, enabling organizations to uncover hidden patterns and trends.

Question and Answering for Internal Knowledge

Empower employees with instant access to answers and insights with Syntphony Knowledge Search. Our platform leverages AI-powered question answering capabilities to provide accurate and relevant responses, improving productivity and efficiency.



About NTTDATA

NTT DATA - a part of NTT Group - is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.