

IDC Innovators

IDC Innovators: Knowledge Management Technologies

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THIS IDC INNOVATORS EXCERPT FEATURES KOMPRISE

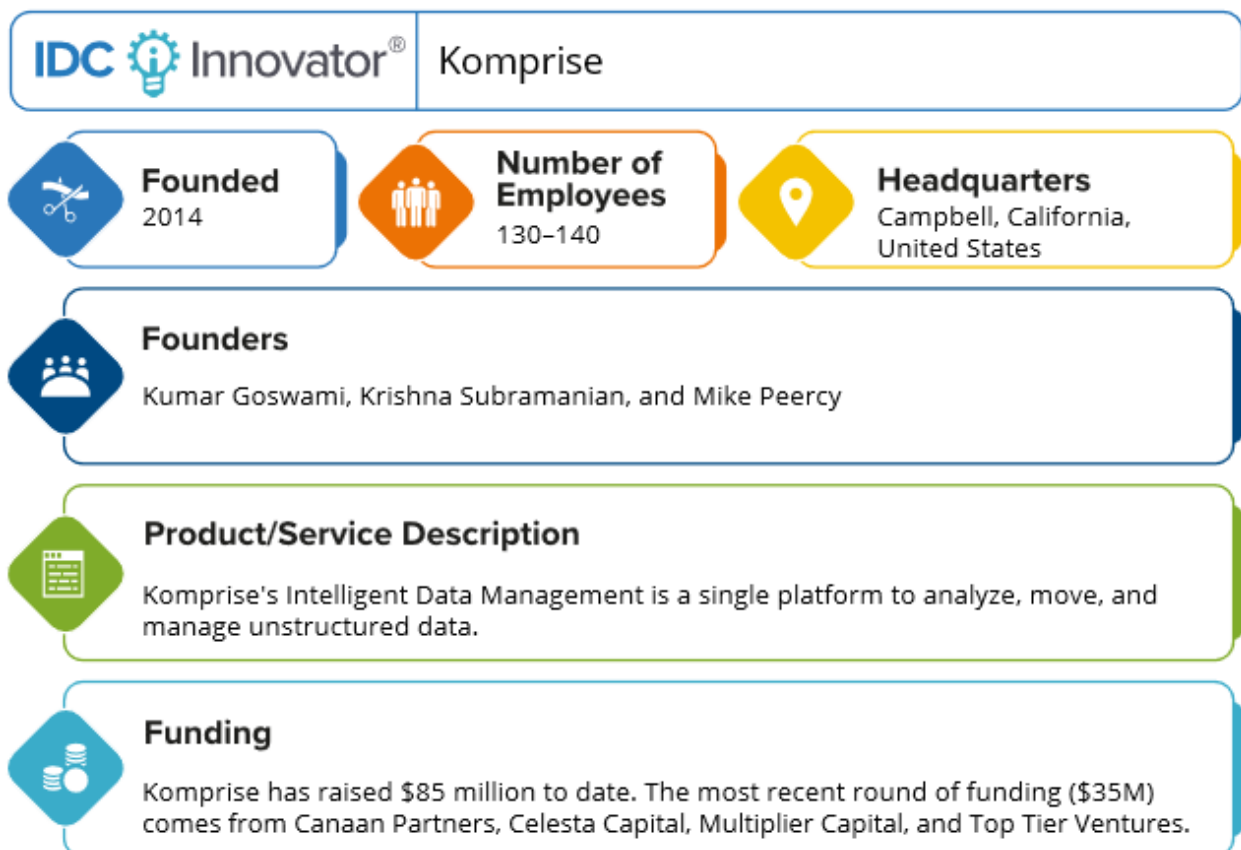
IN THIS EXCERPT

The content for this excerpt was taken directly from IDC Innovators: Knowledge Management Technologies (Doc #US51480324).

VENDOR PROFILE: KOMPRISE

FIGURE 3

Komprise



Source: IDC, 2024

Why Komprise Was Chosen as an IDC Innovator

Komprise is a data management services company that has focuses on *unstructured* data management and preparing that data for AI use cases. Over 90% of the data we produce is unstructured (source: IDC's Global Datasphere 2023), and it is a key asset of enterprise intelligence as well as a big part of storage costs. Komprise reduces the complexities with managing unstructured data growth with location-agnostic *file analysis and indexing*. That analysis is purpose built to not "get in the way" (i.e., it will not disrupt data movement and operations).

To unlock data assets, we need to make data visible. Metadata is what makes the data visible, and it is the foundational element of AI-powered knowledge management. The Komprise "data control plane" includes visualization across data silos, the ability to move/archive data based on tiers, and delivery of the metadata for AI applications. We also need to understand what data is "hot" and what data is "cold." Komprise's tiering and smart migration tools ensure the correct storage environment based on access and solution needs (i.e., "hotness").

IDC Innovator Assessment

Komprise's Intelligent Data Management helps the enterprise do two valuable things: unlock the value hidden in unstructured data and reduce storage costs. This is especially relevant for data-intensive industries like pharma/biotech, research, financial, and public sector. Proper metadata tagging and access ensures AI solutions can extract and present the right data, at the right time, and to the right person. Komprise is SaaS solution that is typically run in a hybrid deployment.

Intelligent Data Management prepares unstructured data for AI consumers such as data lakes that feed into enterprise applications, including knowledge management platforms. The platform enables multiple use cases: migration, data tiering, replication, workflows, and AI preparedness. Komprise typically sells its solutions through its partners, which include AWS, Hewlett Packard Enterprise (HPE), IBM, Microsoft Azure, and Pure Storage.

Key Differentiators

- **Analytics UI:** Komprise Analysis gives users visibility into their file and object storage wherever it resides. The UI provides visual insights into how the data is being used, who is using it, how is the data growing, and the veracity and age of data (e.g., the last time it was accessed). Built-in modeling allows users to forecast and calculate the ROI of cost savings and storage capacity.
- **Global search capabilities:** The Komprise Global File Index is a unified metadata search engine built with Komprise Deep Analytics service powered by Elasticsearch. It allows users to search, locate, and migrate the appropriate data into their data pipelines. The Global File Index eliminates data silos and simplifies data management into a single, unified catalog without losing performance, even with large data sets. It is built to be a self-service, allowing LOB users – and not just IT – to query files, storage, and metadata.
- **Smart Data Workflows:** Komprise users can define and create automated processes based on their specific industry and use case. With Smart Data Workflows, users build custom queries to execute and extract data as well as manage data life cycles. Users can also enrich the metadata with additional custom tags for sensitive information, including PII.

Challenge

- **Global presence and go to market:** While Komprise mostly sells through its partners, its current support and customer footprint has a very heavy U.S. focus. Considering its "sweet

spot" is the large enterprise space, we expect to see future strategic focus on expanding its footprint globally.

TECHNOLOGY DEFINITION

Knowledge management platforms and software are designed to facilitate capturing, discovering, sharing, using, and accessing knowledge for the purpose of organizational insights and achieving business objectives. Knowledge can be derived from tacit, structured, unstructured, learned, analyzed, or processed information. Knowledge management solutions include:

- **Knowledge architecture** includes databases, ontologies, and semantic networks that connect and store interconnected and similar relationships between data points. This architecture manages knowledge in a structured and meaningful way to enable understanding and connections between different entities and data sets.
- **Knowledge discovery** is software that can locate information within various data and content repositories. This software increasingly uses AI/ML and LLMs for natural language search as well as the retrieval-augmented generation method for discovering the most current or accurate information.
- **Knowledge management platforms** are designed to facilitate capturing, discovering, sharing, using, and accessing knowledge for the purpose of organizational insights and achieving business objectives. Knowledge can be derived from tacit, structured, unstructured, learned, analyzed, or processed information:
 - **Content services:** Knowledge management solutions from connect services providers that connect and transform their content repositories and workflows for knowledge sharing and collaboration
 - **Dedicated knowledge management:** Knowledge management solutions built for centralized, enterprisewide knowledge and collaboration
 - **Role-focused enterprise applications:** Knowledge management technology built for specific enterprise roles, such as customer survive, call centers, or IT services
- **Collaboration and communities:** These include applications that enable groups of people to work together in virtual environments by sharing information, communications, and processes. Collaboration includes interpersonal actions that create value from interacting around shared goals with an assumption that everyone can add value. Community tools engage around the common shared interests or traits which we identify, fostering a sense of membership and belonging.
- **Next-generation intranets:** These include company knowledge base that is an integrated component of a next-generation intranet solution. Next-generation intranets are also called an employee communication/experience platform or intelligent digital workspace.

IDC INNOVATORS INCLUSION CRITERIA

An "IDC Innovators" document recognizes emerging vendors chosen by an IDC analyst because they offer an innovative new technology or a groundbreaking business model, or both, and were approved by the IDC Innovators Review Panel. It is not an exhaustive evaluation of all companies in a segment or a comparative ranking of the companies.

An IDC Innovators document highlights vendors that meet the following criteria:

- In IDC's opinion, the company exhibits innovative technology or a new business model.
- The company has annual revenue under \$100 million at the time of selection.
- Customers are currently using the company's products and services (i.e., the products and services are not conceptual or in the process of being released).
- The product, service, or business model must solve or help alleviate an IT buyer challenge.

In addition, vendors in the process of being acquired by a larger company may be included provided the acquisition is not finalized at the time of publication of the document. Vendors funded by venture capital firms may also be included even if the venture capital firm has a financial stake in the vendor's company.

LEARN MORE

Related Research

- *Content Services Survey Spotlight: The Opportunity of GenAI to Make Knowledge Management Solutions More Effective* (IDC #US51959424, March 2024)
- *IDC Market Glance: Knowledge Management, 4Q23* (IDC #US51554623, December 2023)
- *Using Knowledge Management to Create a Borderless and Reimagined Workspace* (IDC #US51247423, October 2023)

Synopsis

This IDC Innovators study profiles software vendors with solutions that can benefit the knowledge management ecosystem. They provide tools, processes, and best practices to automate and operationalize enterprise knowledge, including unstructured data and content. Using the advancements of AI and generative AI, these companies offer solutions within knowledge architecture, search and discovery, knowledge management platforms, and content/collaboration.

"These IDC Innovators look to overcome the past technology shortcomings related to knowledge management and operationalizing unstructured content," says Amy Machado, senior research manager, Enterprise Content and Knowledge Management Strategies. "These innovators make connecting, managing, and sharing data much easier, with enterprise-ready solutions that are intuitive and automated."

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