



ENTERPRISE KNOWLEDGE

Service Definition Document

Table of Contents

Service overview.....	2
Features.....	2
Benefits.....	2
About us.....	3
Our service.....	4
What we deliver.....	4
Enterprise Artificial Intelligence (e-AI) and AI Readiness.....	4
Knowledge Management (KM) and Semantic.....	5
Data Management and Access.....	5
How we deliver.....	5
A Holistic, Systems-Oriented Delivery Approach.....	6
Agile Delivery with Continuous Improvement.....	6
Who for.....	6
Our experience.....	8
Case Study #1 - Knowledge Management Solution and Semantic Integration for a Public Investment Agency.....	8
The Challenge.....	8
The Solution.....	8
EK Differentiator.....	8
The Results.....	8
Period of Performance.....	9
Case Study #2 - Semantic Layer Strategy for Linked Data Investigations for a Government Department.....	9
The Challenge.....	9
The Solution.....	9
EK Differentiator.....	10
The Results.....	11
Period of Performance.....	12
Social value.....	13
Building Skills, Capability, and Lifelong Learning.....	13
Advancing Transparent, Explainable and Responsible AI.....	13
Championing Equal Opportunity.....	13
Strengthening Communities Through Knowledge and Service.....	13
Committed to Sustainable, Future-Proof Practices.....	13
Delivering Social Value Through Every Engagement.....	14

Service overview

Enterprise Knowledge (EK) implements semantic solutions connecting organisational knowledge, content, and data to power scalable, trustworthy AI and knowledge intelligence. We design semantic layer frameworks, modular interoperable architectures, and knowledge graphs; prepare assets for AI, enable semantic reasoning, and support advanced search, RAG, and analytics—delivering contextual intelligence and measurable value.

Features

- Provide semantic strategy and architecture to accelerate AI readiness.
- Design semantic data products supporting graph analytics and intelligence.
- Enable semantic AI and symbolic reasoning for explainable automation.
- Develop AI Accelerator solutions using semantic layer architecture and components.
- Integrate content, data, and knowledge through semantic layer frameworks.
- Observability, governance and semantic reasoning with evaluations for agentic optimisation
- Develop knowledge management frameworks integrating institutional knowledge for explainable intelligence
- Design ontology and taxonomy data models for semantic information management
- Leverage AI-driven solutions for findable, trustable content and data
- Organise knowledge and documents for Retrieval-Augmented Generation (RAG)

Benefits

- Speeds access to critical information for efficient decision-making.
- Boosts discovery across connected knowledge assets and relationships.
- Supports transparent AI decisions for reliable outcomes.
- Accelerates pilots to production for faster solution delivery.
- Unifies data across silos to improve decision-making efficiency.
- Develops AI Architecture for unified, reliable and scalable data
- Integrates institutional knowledge, business context, and expertise for knowledge intelligence
- Addresses permissions, ensuring content is accessible to the right people
- Semantic solutions improve meaning, structure and relate knowledge assets/gaps
- Enables trustable data, using reliable AI for accurate, relevant outputs

About us

EK is a global consulting firm specialising in Knowledge and Information Management, Semantic Technologies, Knowledge Graphs, and AI-ready data architectures. We help organisations make knowledge findable, usable, and reusable - delivering practical, proven solutions that enhance decision-making, productivity, and innovation.

Our mission is to ensure Knowledge and Information Management initiatives succeed by designing approaches that are actionable, scalable, and aligned with real organisational needs. We unify knowledge, content, and data to create a foundation for reliable, trustworthy AI and modern knowledge intelligence.

We operate according to The “EK Way”: agile collaboration, integrated expertise, and a commitment to delivering meaningful, measurable outcomes. Our work is guided by six core principles - People, Thought Leadership, Transparency, Partnership, Integration, and Energy - which shape how we serve clients and support our teams. We invest heavily in continuous learning through dedicated training and ongoing knowledge-sharing.

EK serves executive leaders, technologists, and operational teams across industries, including Fortune 500 companies, public sector organisations, and global non-profits. With clients in more than 30 countries, EK is consistently recognised as a top workplace at the local, national, and global levels.

Our service

What we deliver

EK delivers integrated consulting services that help organisations manage, structure, and activate their knowledge for improved decision-making and AI readiness. Our approach combines strategy, design, technology, and change enablement to ensure solutions are practical, scalable, and aligned with business goals.

We support clients across the full lifecycle of knowledge and information initiatives, including:

- Knowledge gathering and current-state assessments;
- Target-state definition and business case development;
- Software selection, architecture, and solution design;
- Strategy development and roadmapping;
- Agile delivery, design thinking, and facilitation; and
- Change management, communications, and adoption.

Our mission is to deliver actionable consulting that enables organisations to harness the full spectrum of their knowledge - ensuring information is efficiently found, used, and reused.

Enterprise Artificial Intelligence (e-AI) and AI Readiness

A core service EK provides is AI Readiness, focused on ensuring an organisation's content, data, and other knowledge assets are prepared for artificial intelligence. EK utilises its decade-plus experience in the unique combination of disciplines necessary for AI readiness. The services delivered include helping organisations overcome common AI failures - which are often due to fragmented data and conflicting content, not flawed models - by preparing content to be Relevant, Organisationally Contextualised, Complete, and Knowledge-Centric (ROCK).

Key offerings in this space include:

- **AI Readiness Workshop:** A highly interactive session that combines training, proven methodologies, and rapid planning to deliver a customised action report;
- **AI-Ready Content Design:** Direct implementation services that assess and address readiness gaps at the group or enterprise level, leveraging experts in knowledge management (KM), semantic design, unified entitlements, and governance;
- **Asset Readiness Testing:** Assessment services to prove the value of investing in AI readiness by testing how leading AI solutions handle content before and after the readiness methodology is applied;
- **AI Asset Governance and Operating Model:** Designing the monitoring, people, and processes needed to ensure knowledge assets remain AI-ready over time, focusing on coordination between systems and groups; and
- **Enterprise LLM Accelerator:** A pilot program that helps clients safely and effectively select and implement LLM-based AI technologies.

Knowledge Management (KM) and Semantic

EK's KM consulting services provide the trend-proof building blocks for organisational productivity and successful AI implementation. They approach KM by considering all five elements: People, Process, Assets, Culture, and Technology.

Our services in KM and Semantics include:

- **KM Strategy & Design:** Defining a vision for KM focused on maturing People, Processes, Content, Culture, and Technology through a Current and Target State Assessment. This assessment uses EK's proprietary 40+ factor KM Maturity Model;
- **Strategy Development and Roadmapping:** Creating a visual and actionable roadmap with concurrent workstreams to achieve KM and business goals.
- **Knowledge Graphs & Data Modeling:** Designing and implementing solutions that optimise the use of knowledge, data, and information. Semantic capabilities are crucial, as they provide the structure necessary for discoverability, interoperability, and AI enablement; and
- **Graph and Semantic LLM Accelerators:** The Knowledge Graph Accelerator and the Semantic LLM Accelerator rapidly deliver prototypes and roadmaps to realise the potential of graph solutions and LLMs powered by enterprise context.

Data Management and Access

EK's Data Management and Access services help organisations unify, structure, and govern their data so it can be effectively reused, trusted, and applied across analytics and AI initiatives. We focus on building the foundations that improve data quality, enhance interoperability, and safeguard access across the enterprise.

Our approach supports organisations at every level of data maturity, enabling them to reduce silos, strengthen governance, and create scalable data products aligned to business goals.

Our services in Data Management and Access include:

- **Unified Entitlements:** Strategies and implementations to ensure consistent, correct, and auditable access rights across every system and asset type - reducing risk when combining data and content for AI. Services include entitlement audits, strategy development, and full implementation support.
- **Data Governance Maturity Assessment:** Assessment of current data practices and governance structures, with clear recommendations for scalable and sustainable improvement.
- **Data Product Design & Productionisation:** Designing and delivering metadata models, catalog structures, and business-aligned data products that improve discoverability, strengthen reusability, and enable effective analytics and AI.

How we deliver

We deliver our services through a structured, collaborative, and iterative approach designed to ensure measurable progress and long-term sustainability. Our delivery model combines proven methodologies, agile practices, and deep subject-matter expertise to help

organisations improve how they manage, use, and optimise their knowledge, content, and data assets.

A Holistic, Systems-Oriented Delivery Approach

Our work is grounded in a comprehensive transformation framework that addresses all dimensions of organisational knowledge and information. Every engagement - whether focused on AI readiness, semantic architecture, data product development, or KM - emphasises the following core areas:

- **Content and Data:** Improving the clarity, structure, quality, and accessibility of content and data to ensure it is reliable, contextualised, and optimised for the prioritised use cases
- **Processes:** Streamlining and standardising processes for capturing, managing, enhancing, and sharing knowledge and information across teams and systems.
- **People and Expertise:** Enabling individuals and teams to contribute, access, and use organisational knowledge effectively, and embedding expertise into systems; and
- **Technology:** Designing, implementing, and integrating modern information, data, and AI technologies to improve findability, interoperability, and operational efficiency.

This integrated approach reduces duplication of effort, accelerates access to trusted information, and strengthens the organisation's overall knowledge and data ecosystem.

Agile Delivery with Continuous Improvement

Our delivery is based on agile practices - iterative work cycles, transparent planning, and regular stakeholder engagement. We adapt quickly to evolving requirements and ensure alignment through:

- Sprint retrospectives to evaluate performance, refine processes, and incorporate lessons learned into subsequent cycles.
- Real-time stakeholder feedback is integrated into backlog refinement, prioritisation, and design decisions.
- Incremental delivery that provides early visibility into solutions and reduces project risk.

This combination ensures predictable progress, flexibility, and continuous value delivery.

Quality and Value Focused

We focus on delivering high-quality outcomes that create clear, measurable value for our clients. Every EK engagement is designed to align closely with our clients' organisational goals, ensuring that deliverables are not only well-executed but meaningfully advance business objectives.

To support this, we conduct structured project reviews with senior leadership to evaluate progress, assess risks, validate deliverable quality, and proactively address issues requiring escalation. Our PMO-led delivery framework includes multiple quality checkpoints to ensure outputs consistently meet both client expectations and EK standards, while remaining focused on the outcomes that matter most to the client.

Who for

EK partners with organisations across industries and sectors that are seeking to transform how they manage, govern, and leverage their knowledge, data, and information. Our services are designed for organisations that operate in complex environments, rely on high-value knowledge work, and require scalable, future-ready solutions.

We work with a broad range of organisation types, including:

- **Large Enterprises & Fortune-level Companies:** Organisations operating at global scale, requiring robust, enterprise-grade knowledge, data, and AI architectures.
- **Federal, Local, and International Government Bodies:** Agencies seeking to improve knowledge accessibility, transparency, operational efficiency, and public service outcomes.
- **Global Non-Profits and NGOs:** Mission-driven organisations that depend on effective knowledge sharing, program insights, and institutional memory across dispersed teams.
- **Financial Institutions & Regulated Industries:** Banks, insurers, and regulated sectors that require precise governance, risk mitigation, and strong compliance frameworks.
- **Research, Development, & Innovation-Driven Organisations:** Institutions where complex knowledge, scientific and technical data, and expertise must be structured, discoverable, and actionable.

Across these sectors, we support organisations that recognise the strategic importance of knowledge and data - and are ready to build a foundation that enhances decision-making, enables AI, reduces operational friction, and elevates the effectiveness of their workforce.

EK has delivered solutions in 30+ countries, adapting to diverse cultures, technical environments, and organisational realities, while keeping end users at the centre of every design decision.

Our experience

Case Study #1 - Knowledge Management Solution and Semantic Integration for a Public Investment Agency

The Challenge

A prominent public investment body (the Agency) faced a critical barrier in modernising its operations due to fragmented information across disparate structured and unstructured sources. While possessing vast repositories of research and investment data, the lack of a unified framework within their existing ecosystem made authoritative content difficult to locate and utilise. They struggled with inconsistent metadata and disjointed systems, resulting in inefficient search experiences and an inability to leverage advanced technologies like AI. This disconnection hindered the effectiveness of their KM efforts, as there was no common language to bridge the gap between technical data repositories and the business context required by investment professionals for timely, accurate decision-making.

The Solution

EK began by assessing the Agency's existing taxonomies, technical architecture, and operating model to identify specific intervention points for implementing a KM Solution (KMS) that would inform the responses of an advanced AI solution. We developed a First Implementable Version (FIV) taxonomy and ontology to standardise enterprise vocabulary, creating the essential connective tissue between diverse data assets. To demonstrate the specific value of integrating these robust semantic components into the wider KM ecosystem, we delivered a targeted implementation that unified siloed data into the KMS. This solution utilised automated tagging pipelines and entity resolution to enrich content metadata, ensuring the KMS could resolve immediate data accessibility issues while establishing a scalable framework for future growth.

EK Differentiator

EK distinguishes itself through our ability to provide end-to-end delivery of the solution, bridging the gap between high-level strategic design and technical implementation. We do not just design taxonomies; we are experts in implementing them within complex technical environments to drive tangible results. This dual expertise allowed us to assess the Agency's unique needs and adjust technical elements in real-time to ensure the KM Solution met user expectations. By embedding our team with stakeholders to validate requirements against actual workflows, we ensured the delivered solution was not only technically sound but also directly aligned with the business goals of the KM transformation.

The Results

The engagement successfully established the core infrastructure of the Agency's modernised KM Solution. By integrating taxonomies and ontologies into the live environment, the Agency realised immediate improvements in search precision and content

discoverability. The project demonstrated that a well-governed framework could power advanced features like auto-tagging, significantly reducing the manual burden of content classification while ensuring metadata consistency. As a value-added benefit, the Agency also adopted a refined operating model to sustain these improvements. Consequently, they now possess a scalable KMS capable of supporting future AI-driven insights, positioning them to successfully navigate their broader KM transformation.

Period of Performance

This work was conducted over a five-month period, from April 2025 to August 2025.

Case Study #2 - Semantic Layer Strategy for Linked Data Investigations for a Government Department.

The Challenge

A government department sought to more effectively leverage the breadth of data generated by investigations into criminal networks for comprehensive case building and threat trend analysis. The Department struggled to meaningfully connect structured and unstructured data from multiple siloed data sources, each with misaligned naming conventions and inconsistent data structures and formats. Users had to have an existing understanding of underlying data models and jump between multiple system views to answer core investigation analysis questions, such as *“What other drivers have been associated with this vehicle involved in an inspection at the border?”* or *“How often has this person in the network traveled to a known suspect storage location in the past 6 months?”*

These challenges manifest in data ambiguity across the organisation, complex and resource-intensive integration workflows, and underutilised data assets lacking meaningful context, all resulting in significant cognitive load and burdensome manual efforts for users conducting intelligence analyses. The Department recognised the need to define a robust semantic layer solution grounded in data modeling, architecture frameworks, and governance controls to unify, contextualise, and operationalise data assets via a “single pane of intelligence” analysis platform.

The Solution

To address these challenges, EK engaged with the Department to develop a strategy and product vision for their semantic solution, paired with foundational semantic data models for meaningful data categorisation and linking, architecture designs and tool recommendations for integrating and leveraging graph data, and entitlements designs for adhering to complex security standards. With phased implementation plans for incremental delivery, these components lay the foundations for the client’s solution vision for advanced entity resolution and analytics capabilities. The overall solution will power streamlined consumption experiences and data-driven insights through the “single pane of intelligence.”

The core components of EK’s semantic advisory and solution development included:

- **Product Vision and Use Case Backlog:** EK collaborated with the client to shape a product vision anchored around the solution's purpose and long-term value for the organisation. Complemented with a strategic backlog of priority use cases, EK's guidance resulted in a compelling narrative to drive stakeholder engagement and organisational buy-in, while also establishing a clear and tangible vision for scalable solution growth.
- **Solution Architecture Design:** EK's solution architects gathered technical requirements to propose a modular solution architecture consisting of multiple, self-contained technology products that will provision a comprehensive analytic ecosystem to the organisation's user base. The native graph architecture involves a graph database, entity resolution services, and a linked data analysis platform to create a unified, interactive model of all of their data assets via the "single pane of intelligence".
- **Tool Selection Advisory:** EK guided the Department on selecting and successfully gaining buy-in for the procurement of a graph database and a data analysis and visualisation platform with native graph capabilities to plug into the semantic and presentation layers of the recommended architecture design. This selection moves the organisation away from a monolithic, document-centric platform to a data-centric solution for dynamic intelligence analysis in alignment with their graph and network analytics use cases. EK's experts in unified entitlements and industry security standards also ensured the selected tooling would comply with the Department's database, role, and attribute-based access control requirements.
- **Taxonomy and Ontology Modeling:** In collaboration with intelligence SMEs, EK guided the team from a broad conceptual model to an implementable ontology and starter taxonomy designs to enable a specific use case for prioritised data sources. EK advised on mapping the ontology model to components of the Common Core Ontologies to create a standard, interoperable foundation for consistent and scalable domain expansion.
- **Phased Implementation Plan:** Through dedicated planning and solutioning sessions with the core client team, EK developed an iterative implementation plan to scale the foundational data model and architecture components and unlock incremental technical capabilities. EK advised on identifying and defining starter pilot activities, outlining definitions of done, necessary roles and skillsets, and required tasks and supporting tooling from the overall architecture to ensure the client could quickly start on solution implementation. EK is directly supporting the team on the short-term implementation tasks while continuing to advise and plan for the longer-term solution needs.

EK Differentiator

- **Semantic Layer Solution Strategy:** EK guided the client in transforming existing experimental work in the knowledge graph space into an enterprise solution that

can scale and bring tangible value to users. From strategic use case development to iterative semantic model and architecture design, EK provided the client with repeatable processes for defining, shaping, and productionalising components of the organisation's semantic layer.

- **LPG Analytics with RDF Semantics:** To support the client's complex and dynamic analytics needs, EK recommended an LPG-based solution for its flexibility and scalability. At the same time, the client's need for consistent data classification and linkage still pointed to the value of RDF frameworks for taxonomy and ontology development. EK is advising on how to bridge these models for the translation and connectivity of data across RDF and LPG formats, ultimately enabling seamless data integration and interoperability in alignment with semantic standards.
- **Semantic Layer Tooling:** EK has extensive experience advising on the evaluation, selection, procurement, and scalable implementation of semantic layer technologies. EK's qualitative evaluation for the organisation's linked data analysis platforms was supplemented by a proprietary structured matrix measuring down-selected tools against 50+ functional and non-functional factors to provide a quantitative view of each tool's ability to meet the organisation's specific needs.
- **Semantic Modeling and Scalable Graph Development:** Working closely with the organisation's domain experts, EK provided expert advisory in industry standards and best practices to create a semantic data model that will maximise graph benefits in the context of the client's use cases and critical data assets. In parallel with model development, EK offered technical expertise to advise on the scalability of the resulting graph and connected data pipelines to support continued maintenance and expansion.
- **Unified Entitlements Design:** Especially working with a highly regulated government agency, EK understands the critical need for unified entitlements to provide a holistic definition of access rights, enabling consistent and correct privileges across every system and asset type in the organisation. EK offered comprehensive entitlements design and development support to ensure access rights would be properly implemented across the client's environment, closely tied to the architecture and data modeling frameworks.
- **Organisational Buy-In:** Throughout the engagement, EK worked closely with project sponsors to craft and communicate the solution product vision. EK tailored product communication components to different audiences by detailing granular technical features for tool procurement conversations and formulating business-driven, strategic value statements to engage business users and executives for organisational alignment. Gaining this buy-in early on is critical for maintaining development momentum and minimising future roadblocks as wider user groups transition to using the productionalised solution.

The Results

With initial core semantic models, iterative solution architecture design plans, and incremental pilot modeling and engineering activities, the Department is equipped to stand up key pieces of the solution as it procures the graph analytics tooling for continued scale. The phased implementation plan provides the core team with tangible and achievable steps to transition from their current document-centric ways of working to a truly data-centric environment. The full resulting solution will facilitate investigation activities with a single pane

view of multi-sourced data and comprehensive, dynamic analytics. This will streamline intelligence analysis across the organisation with the enablement of advanced consumption experiences such as self-service reporting, text summarisation, and geospatial network analysis, ultimately reducing the cognitive load and manual efforts users currently face in understanding and connecting data. EK's proposed strategy has been approved for implementation, and EK will publish the results from the MVP development as a follow-up to this case study.

Period of Performance

This work was conducted over a six-month period, from November 2024 to April 2025.

Social value

EK is committed to delivering meaningful social value through our work, our culture, and our long-standing investments in people, communities, and responsible innovation. As a knowledge-driven organisation, we focus on empowering individuals, strengthening communities, and ensuring that technology - particularly AI - is used transparently.

Building Skills, Capability, and Lifelong Learning

EK places learning and professional growth at the centre of our organisational culture. Every employee receives dedicated annual training budgets, structured mentorship, and access to twice-weekly company-wide knowledge-shares. This commitment translates directly to our clients, as we consistently build capability - not dependency - through coaching, hands-on training, and co-delivery. We help public-sector teams develop sustainable skills in KM, data practices, semantic technologies, and AI readiness, enabling long-term value beyond the life of our projects.

Advancing Transparent, Explainable and Responsible AI

EK is recognised globally for leadership in semantics, knowledge graphs, and trusted AI. Our work is centred on transparency, explainability, and governance - ensuring organisations adopt AI systems that are safe, fair, and aligned with public interest. We actively promote practices that minimise bias, improve accessibility, and increase trust in automated systems, supporting the UK government's commitment to responsible innovation.

Championing Equal Opportunity

Our culture is built on principles of openness and respect. EK fosters diverse perspectives and actively promotes equal opportunity through modern hiring practices, accessible working environments, and internal communities of practice that support continuous development. We encourage participation from underrepresented groups in technology and create pathways for individuals to build careers in KM, data, and AI.

Strengthening Communities Through Knowledge and Service

EK is deeply engaged in giving back. Our employees regularly contribute to community initiatives, including volunteering, pro-bono advisory support for mission-driven organisations, and contributions to global knowledge-sharing efforts. We partner with non-profits, educational institutions, and international development organisations to help them improve how they manage and use knowledge, increasing the reach and impact of their services.

Committed to Sustainable, Future-Proof Practices

As a consultancy focused on digital knowledge ecosystems, we help organisations transition to efficient, sustainable, low-waste information environments. Our solutions reduce

duplication, streamline processes, and promote digital-first, paperless operations - aligning with environmental goals and reducing resource use across government teams.

Delivering Social Value Through Every Engagement

Across all our work, EK is driven by a core principle: knowledge should empower people. Our approach ensures that every engagement leaves organisations more capable, more informed, and better equipped to serve citizens - creating long-lasting social value that extends well beyond the scope of any single project.