

Within NatWest India Technology, we are aiming to setup a Digital Content & Knowledge Management platform. This platform will assist NatWest India employees to centralize structured and unstructured content from various information sources across the globe. It is expected for the content to be easily stored, easily managed and easily retrieved using natural language queries. It is also expected for “guided search” to retrieve the content which is highly relevant to the contextual requirements in consideration. All users of the platform would use this repository to help them create knowledge artefacts and related propositions for consumption by internal staff within the Organisation. The platform usage could go beyond as well but limited to internal consumption only.

Some of the salient requirements are:

Content Storage:

- Ability to store Unstructured Data (Image, PDF, Blogs, Links, MS Office files, Audio, Video)
- Ability to add and tag metadata at file, folder and collection level
- Ability to store Structured data (Two-dimensional, Relational data, Lists etc)
- Ability to add and tag metadata for Structured data
- Ability to store and maintain version of content

Content Retrieval:

- Search using Natural Language keywords across file name, content and metadata
- Search content across versions of document

Non-functional Requirements for consideration are:

- Security and role group – Content should be configurable to the most granular level
- Availability channel - Mobile/Web
- Backup and Archiving
- Performance – Google like predictive search and sub second response