



# Text Analytics in the Automotive Industry

Averbis Information Discovery is implemented by a leading automobile producer. It concentrates the knowledge of a great number of laboratory reports produced during material inspection and testing.

## Information in automotive labs

Approx. 21,000 transactions are processed by 350 employees at 14 locations worldwide every year, including e.g. the inspection of individual technical components, varnish tolerance tests, or tests on the long term use of single elements.

## Situation

The results of the tests were documented and archived. These documents have however only limited availability for reuse and later utilization, as important every day questions can hardly be answered:

- Has a similar case already been examined and what knowledge was gained?
- Is it possible to avoid multiple examinations?
- What information is available for a certain element and for a specific issue?
- Do certain problems occur in a specific model series and are there significant deviations to others?

## Implementation

The aim is to establish a knowledge database in which all locations are linked to the others.

As a result of the multilingual linguistic and semantic analysis, relevant facts were identified for every document: inspection date, affected model series, elements examined, type of inspection, employees involved, supplier names and much more. This information obtained serves as an easy to use filter for quickly getting through the huge quantities of data to the desired information.

## Results

The evaluation carried out among the employees only yielded positive feedback: "All of the search needs so far could be fulfilled", Averbis Information Discovery "finds more, faster and better than the existing solution."

