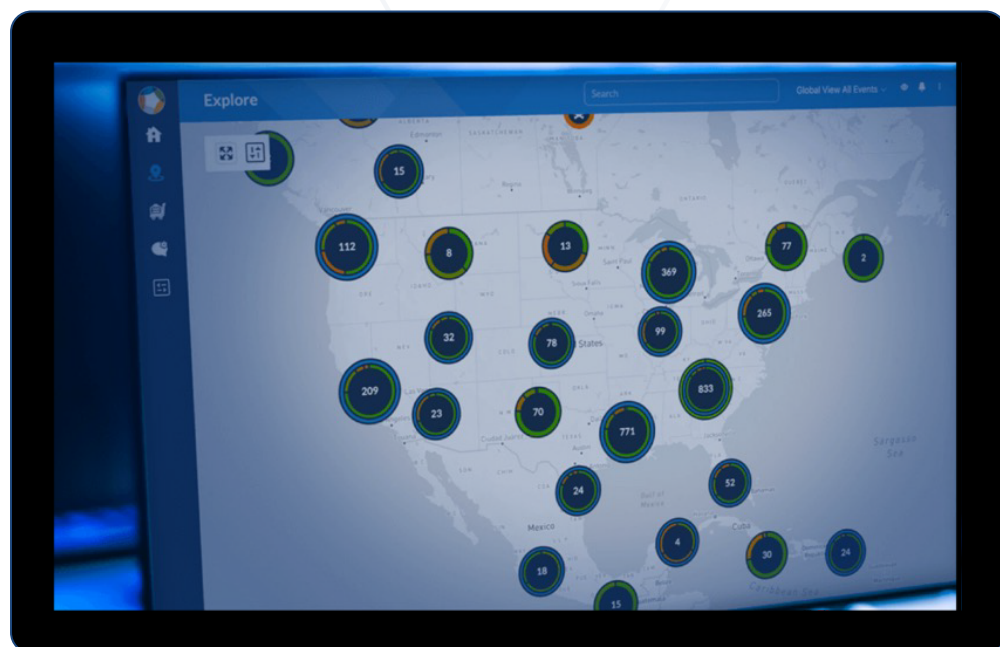


TECHNOLOGY ENABLED SERVICES:

AN INCIDENT MANAGEMENT ORGANIZATION
USING AI TO REDUCE RISK AND REPORT
INCIDENTS



CLIENT:

A SaaS-based global platform that delivers risk intelligence, critical communications, incident management, and centralized control to help organizations mitigate risk and strengthen organizational resilience.

CHALLENGE:

The challenge was about bucketing or moderating. There are news articles with the location where the incident has occurred. The job of the resource is to ensure that the location that the incident occurred is mapped correctly to the location mentioned in the article.

SOLUTION:

We offer resources to reduce errors. The articles that cannot be bucketed by the AI program is then diverted to the resources to manual check the same. It helps reduce errors and ensure that the right article reaches the right set of people.