

UST Global Uses Grakn to Create a Health Care Benefits Chatbot

Industry

Health Care

Use Case

Text Mining, NLP &
Knowledge Base

Challenge

To automate the process when customers call in to check if they are covered for a particular medical service or treatment

Solution

To store health care benefits in Grakn extracted from thousands of documents

Result

Easy way to organise thousands of documents of coverage details of various insurance plans in a benefits look up chatbot

UST Global is a leading provider of end-to-end IT services and solutions for Fortune 500 companies. Founded in 1998, the company is headquartered in Aliso Viejo, California and operates from multiple countries across Asia, Europe, America and Australia. UST Global specializes in Healthcare, Retail & Consumer Goods, Banking & Financial Services, Telecom, Media & Technology, Insurance, Transportation & Logistics and Manufacturing & Utilities.

While working for one of their clients, a leading health care provider, UST recognised it needed an easy way to organise thousands of documents of coverage details of various insurance plans. UST's Practice Director, decided to use Grakn as their knowledge base to create a benefits look up application in the form of a chatbot.

Challenge

For one of UST's clients, a leading health care provider, Chandra recognised they needed a hassle-free way to manage thousands of documents that explain the coverage details of various insurance plans. As Chandra explains: "The challenge was to automate the process when customers would call in to check if they are covered for a particular medical service or treatment".

His team recognised the challenge it faced in storing and querying this type of data. To address these challenges, Chandra chose to use Grakn.



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*Chandrasekhar Somasekhar
Practice Director
UST Global*

Why Grakn

At UST, Chandra's team chose Grakn because of its simplicity, the ease it is to install, the inference rules, and the fact that it maintains data integrity by using a schema.

As Chandra emphasises: "this is critical for data driven applications".

Benefits

Using text mining and NLP techniques, UST processes extracted relevant data from the documents and pushes the data into Grakn. Through a chatbot, the user queries are then answered by pulling the data and relationships from Grakn.

Chandra further explains: "Grakn enabled us to create and visualize the knowledge base schema and explain it easily to our clients. Once the data was pushed into the Grakn store, we used the visualizer to show the relationships between different entities and how various queries can be constructed. The gql syntax helped us create a generic insertion/retrieval service which could be used for any application."

As UST Global helps its clients undergo digital transformation, it is essential they streamline the business processes, remain agile, customer-centric and data driven. Because of this, Chandra highlights that: "Grakn aids us in leveraging the power of enterprise data to gain a deeper understanding of the processes and customers of our clients and create applications and platforms that delight them, enables them to push their business further, discover new frontiers and stay ahead in the competition."

Grakn is the knowledge graph to organise complex networks of data and making it queryable, by performing knowledge engineering. Rooted in Knowledge Representation and Automated Reasoning, Grakn provides the knowledge foundation for cognitive and AI systems, by providing an intelligent language for modelling, transactions and analytics. Being a distributed database, Grakn is designed to scale over a network of computers through partitioning and replication.

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