

Keeping Intelligence Agencies, Intelligent

Main challenges



The overwhelming amount of information sources made it hard to keep on top of important developments.



Different departments within the agency had different information requirements.



Due to the confidentiality of information, security around storage and delivery was a critical consideration.

Business benefits



Consistent delivery of insights 24 hours a day, 7 days a week, 365 days of the year.



Different departments are able to access and utilize the information in the most valuable way to them.



Behind-the-firewall delivery, ensures that data is always secure.

The background

A US Intelligence Agency relies on a wide array of carefully selected information, data, news and analytic sources to fulfill its mission. However, the overwhelming amount of information sources that the intelligence agency gathered every day made it hard to keep on top of important developments that had the potential to impact national security. In addition, various departments within the agency had different requirements in terms of the information they needed and how they wanted to use it. The agency needed to find a way to meet the diverse needs of its different departments, whilst ensuring that the information and insights remain confidential and secure. After all, when it comes to national security, every second matters.

The solution

Infodesk worked with the agency to develop a technology solution which overcame their complex information needs. This resulted in a mission-critical global solution that includes:

Feed normalization

Infodesk normalizes all information feeds into a unique XML format specified by the agency, to enable the information to be accessed from one place. In addition, Infodesk's technology is able to instantly analyze, validate and, if necessary, repair feeds to ensure important information is always delivered.

Indexing

By applying client taxonomies, uniform tagging, metadata concordance and permissions, insights can be ingested into any platform, content management system or application. This is especially beneficial to an agency where multiple end-user needs exist.

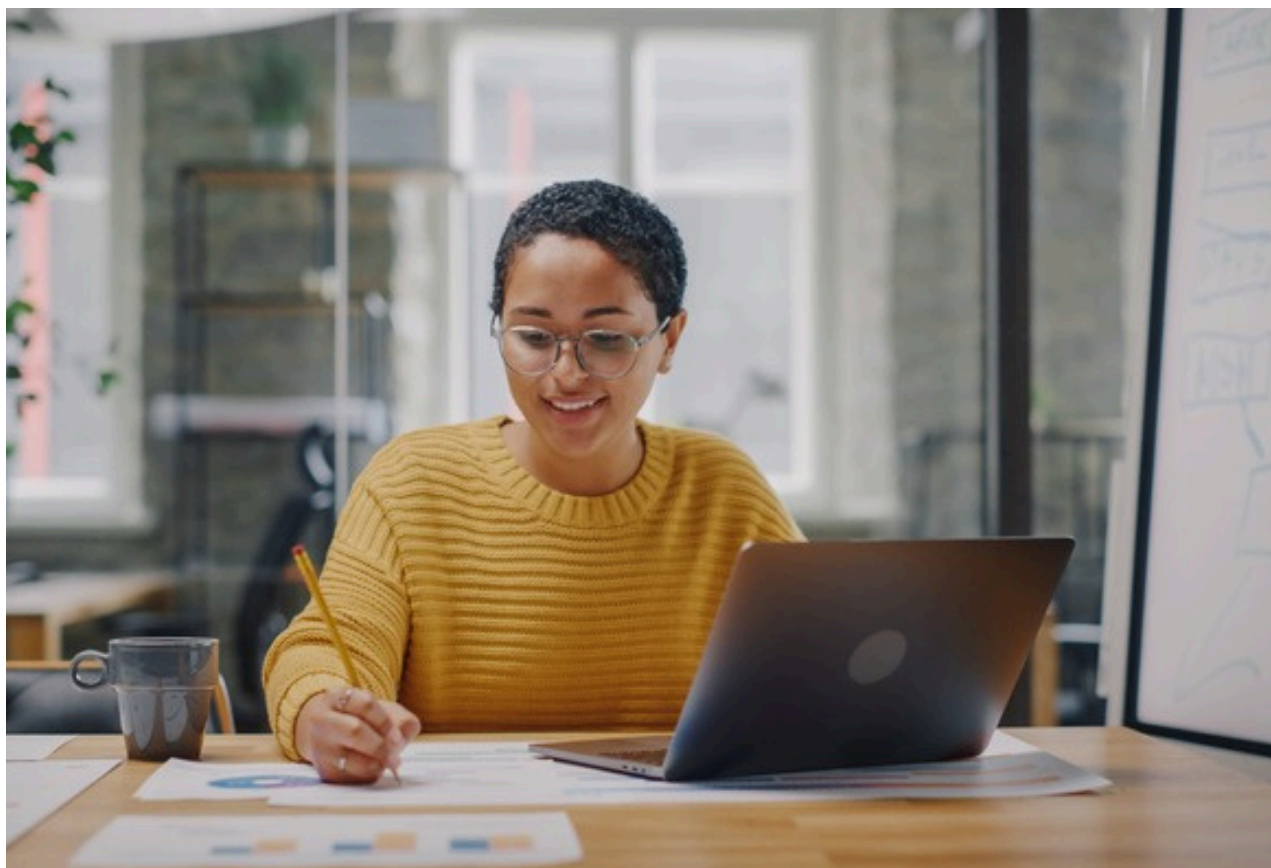


Behind-the-firewall delivery

Mission-critical insights are delivered behind the agency's firewall, directly into their CRM. This enables different departments to search and use the insights in a way which suits them best, whilst ensuring the data remains secure.

The Result

By deploying Infodesk's technology, the intelligence agency can stay up-to-date with mission-critical information. Specifically, the adoption of proprietary transformation and enrichment processes, results in the consistent delivery of insights 24 hours a day, 7 days a week, 365 days of the year. Departments with varying information needs are now able to fully utilize the disparate and diverse content sources on a day-to-day basis in the most effective and valuable way to them. Critically, because this solution can be delivered behind the agency's secure firewall, data and insights remain confidential at all times.



Intelligence. Activated.

From intelligence to impact. Infodesk drives informed action. Infodesk gives you the clarity, confidence and proof to act, when action matters most. Infodesk is the SaaS solution that transforms intelligence into action. It helps teams identify what matters, embed insights into workflows and stay prepared for anything, with full traceability and design optimized for high-pressure environments.

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