



Transform Your Content into Knowledge and Put it to Work!

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**130 billion
terabytes**

Of unstructured
content by 2025



**1.6 billion
documents**

A day added to
Microsoft 365



**\$46 billion
yearly**

To store and
manage content

Knowledge & Content Services

Knowledge challenges



Information overload

Organizations are flooded with content, of varying types, and from numerous sources.



Organization gaps

The content lifecycle is multi-step and complex, leaving gaps in classification and organization.



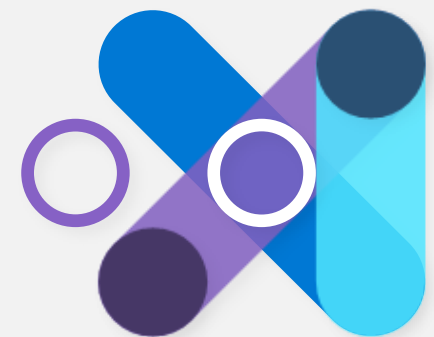
Finding the right information & expertise

Content across multiple repositories makes it difficult to identify the correct file or expert.



Increased risk

New ways of work expose boundaries to risk, maximizing the need for security and compliance.



BETTER TOGETHER

Microsoft Viva Topics

Viva Topics applies AI to empower people with knowledge and expertise in the apps they use every day by automatically **organizing content and expertise** across your systems and teams into related topics like projects, products, processes, and customers.

With topic pages and the topic center, experts can **share knowledge** with wiki-like simplicity.



Microsoft Syntex

Microsoft Syntex uses advanced AI and machine teaching to amplify human expertise, automate content processing, and transform content into knowledge.

Bring your critical organizational content into the flow of work with **AI-driven tagging** and automatic security and compliance

Do more with your content using **prebuilt solutions** for common scenarios like contract management and digital asset management

Optimize your time with precise **natural language** and form-based search



Microsoft Viva Topics

Knowledge and expertise

People spend about an hour a day—or up to **seven weeks a year**—searching for or recreating information¹

Turn content into usable knowledge

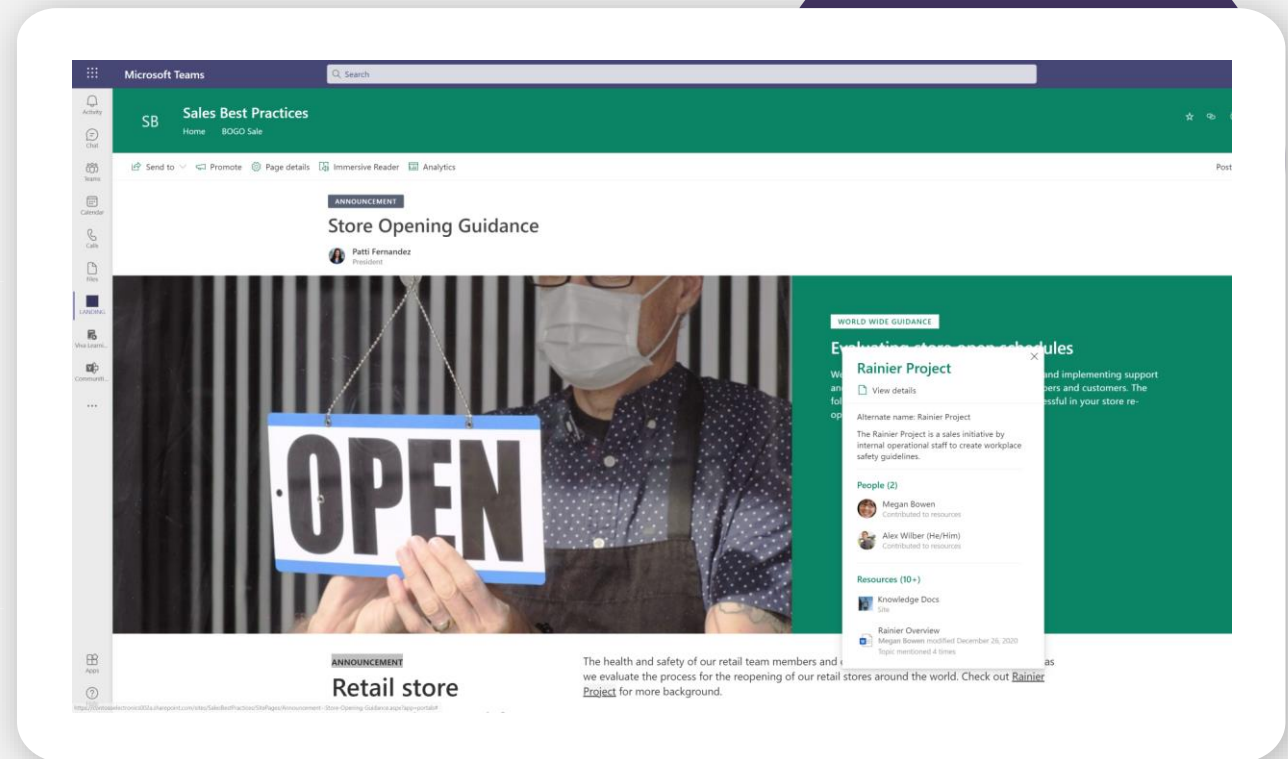
Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

Make knowledge easy to discover and use

Deliver relevant topic cards in the apps people use every day.



Microsoft Syntex AI Powered Content Services

Savings from optimized search & discovery: \$42-\$127 million

Content intelligence

Tag and organize structured and unstructured content and images with no-code, pre-trained AI models

Harness **intelligent application** services for solutions like contract management

Content services

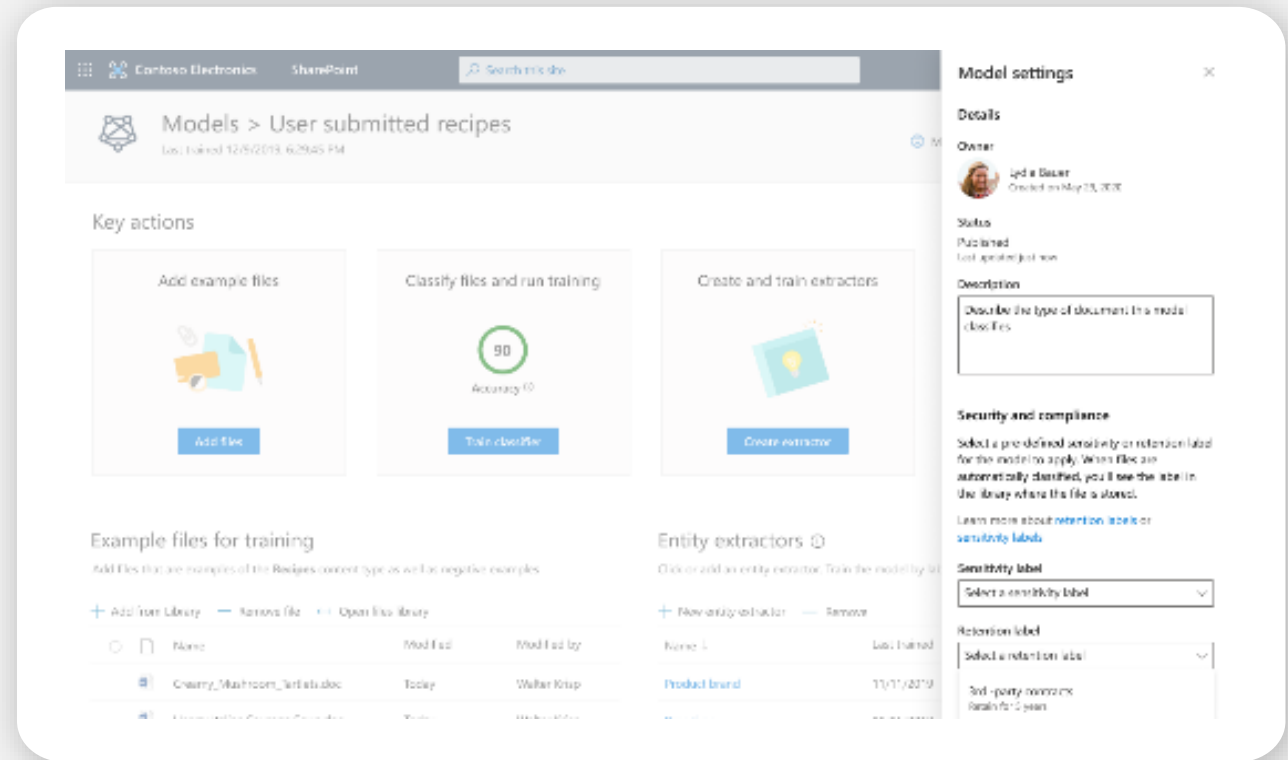
Organize your information with automatic metadata leveraging powerful **taxonomies and content types**

Turn content into intelligent templates and build new documents from your data with **content assembly**

Content discovery

Find documents and key facts **with precise metadata and natural language search**

Enforce security and compliance with automatically applied **sensitivity and retention labels**



Source: Forrester, New Technology: The Projected Total Economic Impact™ of Microsoft 365 Knowledge & Content Services, commissioned by Microsoft, February 2021, aka.ms/Viva/Topics/ForresterTEI

TURN YOUR CONTENT INTO KNOWLEDGE AND PUT IT TO WORK

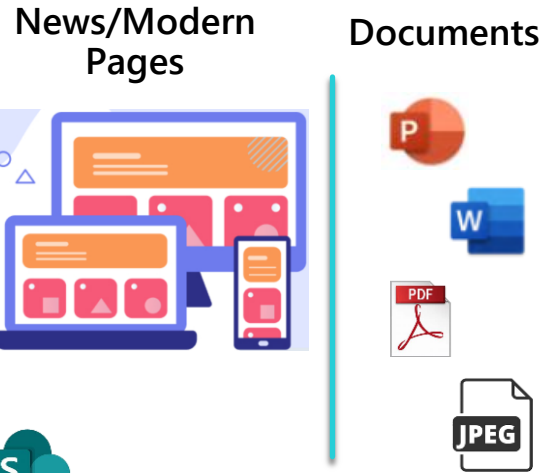
Knowledge Management Lifecycle

A Common Terminology



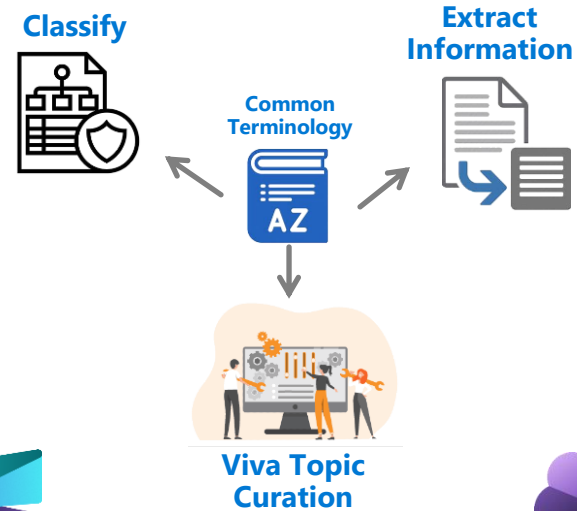
SharePoint Term Store

B Content



SharePoint document libraries/modern pages

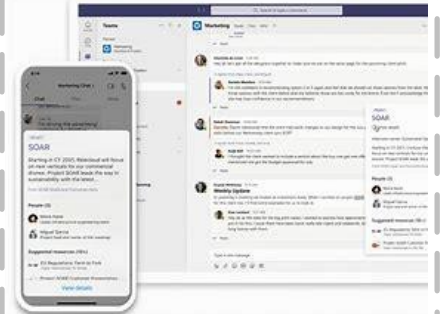
C Process



Syntex and Viva Topics

D Discovery

Where users connect to knowledge (content and experts) about topics



Apps you use everyday

DEMO: SHAREPOINT SYNTAX & VIVA TOPICS

The screenshot displays the Microsoft Teams interface with a Viva Topics card open. The card is titled "Mark8 (Mark 8)" and includes a "View details" link. Below the title, it lists alternate names: "Mark 8, M8, Mark 8 Project". The main text describes it as the "Latest generation of aerial vehicles with onboard sensors and flight controls optimized for commercial and professional use, release...".

The card also features a "People (10+)" section with two entries:

- Christie Cline: Contributed to resources
- Adele Vance: Finance manager for Mark 8

Below this is a "Resources (10+)" section with two entries:

- M8 Digital Printer Services Bundle Ove...: Contoso Admin modified December 9, 2020
- Mark 8 - FAQ - Update: Megan Bowen modified 24 hours ago

The background of the Viva Topics card shows a woman in a striped shirt and glasses, with the text "Functions of customer service" overlaid. The main Teams interface shows a search bar, navigation tabs like "The Landing", and various sidebar options like Activity, Chat, Teams, Calendar, Calls, Files, Topics, and LANDING. A "BREAKING:" announcement is visible at the bottom of the page.

Microsoft Syntex Models

Pre-Built model

Invoices, Receipts...more coming soon!

Fabrikam Logistics
3800 148th Ave NE
Redmond, WA 98052

SHIPPER	CONSIGNEE
Adatum Corporation Pradeep Gupta 3333 Bristol Street South Coast Costa Mesa, CA 92626 Phone: 1 (513) 555-9100 Fax: 1 (513) 555-9100	Lee Gu Contoso Electronics 21930 SE 51st St Issaquah, WA 98029 1 (800) 555-7876

DATE SHIPPED	DATE DELIVERED	DATE INVOICED	INVOICE NUMBER
10/21/2020	10/23/2020	11/15/2020	1939393

ITEM #	DESCRIPTION	QTY	UNIT PRICE	TOTAL
MM2-7549	Micro-Motor #2	15	150.00	2,250.00
TH-FS196	Test Housing, Large Adatum Corporation	1	75.00	75.00
SUBTOTAL				2,325.00
TAX				206.93
SHIP/INS				101.28
HANDLING				24
TOTAL				\$2,657.21

REMIT TO
Fabrikam Logistics, PO BOX 11, Redmond WA 98052

Structured document model

Employment letter, Bill of lading, COVID card

 **WOODGROVE INVESTMENTS**
A Division of Woodgrove Financial
<https://products.office.com/en-us/business/microsoft-invoicing/invoice-software>

CONFIRMATION

TRADE#: 109307
TRADE DATE: 6/25/2017 6:24:11 PM

CUSTOMER:
Jordan Miller
Tallapin Toys Ltd.
15030 NE 36th St.
Redmond WA, 98021
USA

TRADE DETAIL:

DATE	23 Jun 2017
REFERENCE	AT-236842
AMOUNT	90
SYMBOL	KR
CUSIP	501044101
UNIT PRICE	\$36.04
TOTAL	\$3,243.60

Comments or special instructions:
Please contact your Financial Advisor immediately if you have any questions or concerns.

	SUBTOTAL	\$3,243.60
	FEES	\$48.65
	EXECUTION	\$10.00
	TOTAL SETTLEMENT	\$3,184.95

Unstructured document model

Contracts, NDAs, Research papers

SERVICES AGREEMENT

THIS SERVICES AGREEMENT (the "Agreement") dated March 1, 2020

BETWEEN:

Adventure Works Cycles of Twelve Main Street, NY, 98025
(the "Client")

- AND -

Lidia Holloway of One Embarcadero Way, San Francisco, CA 90125
(the "Contractor").

BACKGROUND:

A. The Client is of the opinion that the Contractor has the necessary qualifications, experience and abilities to provide services to the Client.

B. The Contractor is agreeable to providing such services to the Client on the terms and conditions set out in this Agreement.

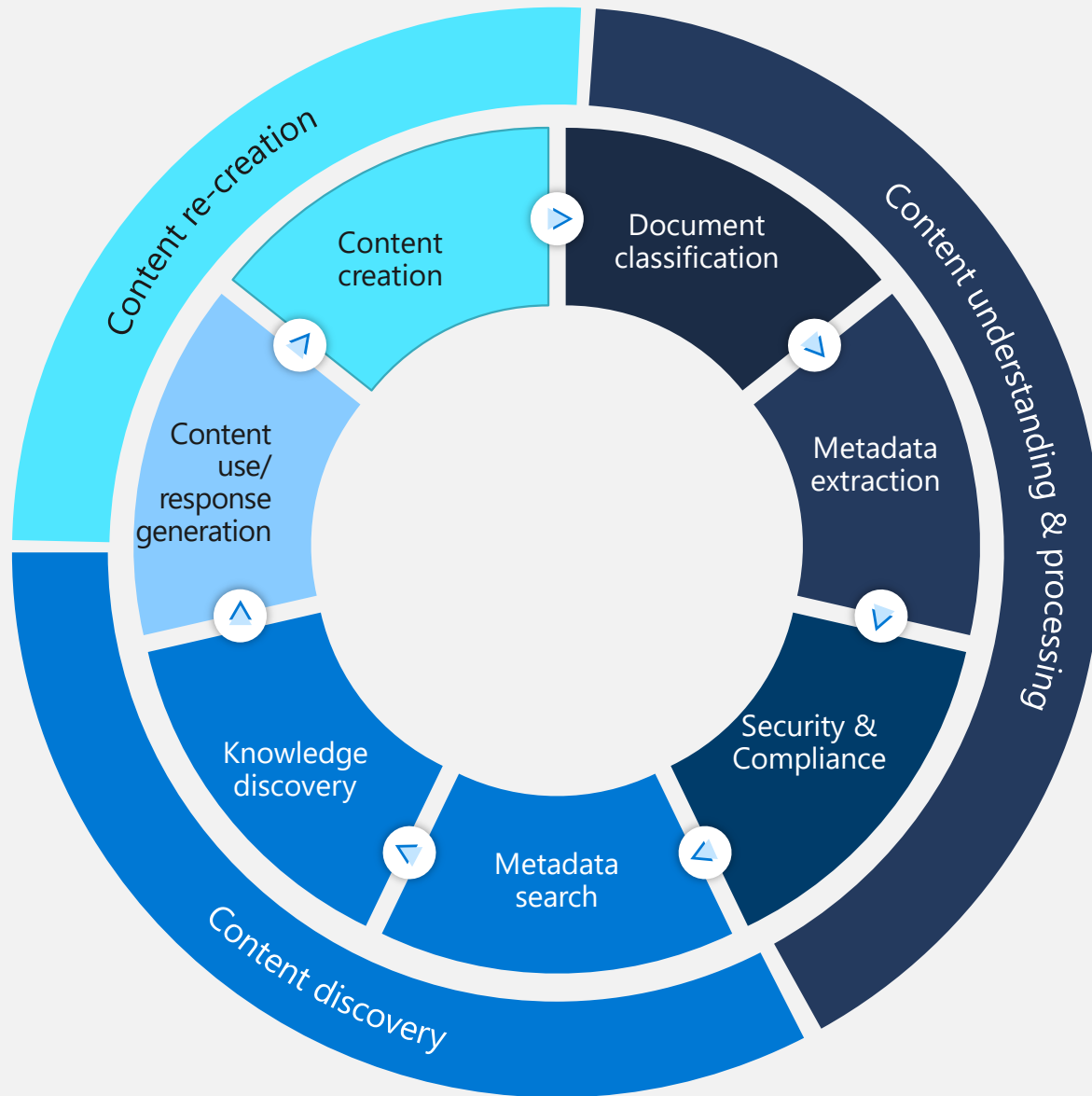
IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Client and the Contractor (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

Services Provided

- The Client hereby agrees to engage the Contractor to provide the Client with services (the "Services") consisting of:
 - The Contractor will provide Sales services for the Client.
- The Services will also include any other tasks which the Parties may agree on. The Contractor hereby agrees to provide such Services to the Client.

Term of Agreement

Typical content lifecycle



1

Create and collect content

2

Classify documents

3

Extract metadata that has been assigned through classification

4

Accurately label documents

5

Use metadata search to better find documents

6

Find documents and knowledge

7

Use discovered content to complete a task or generate an appropriate response based on the scenario

What customers are using Viva Topics for the most



Democratize access to project and product design & development knowledge; manage project portfolio



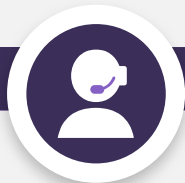
Informal, in-context training and learning
Job/role onboarding



Expertise identification
Understanding context



Sales enablement through accessing the latest content



Customer issues and associated expertise



Make tacit knowledge explicit
Competitive intelligence



Northumbrian Water

Northumbrian Water provides water and sewage services to more than 4.4 million people in the UK and aims to be the most innovative water company in the country.

With Microsoft Viva Topics, employees at Northumbrian Water can now identify assets, construction projects, and even processes for the work they do, without leaving the applications they're in or running a massive search query.

And using the power of AI, Northumbrian Water is teaching SharePoint Syntex how to recognize specific drawings—including maps of infrastructure—so they can capture key information from the drawings, record it, and make it easier for experts across the organization to find.

Industry: Utilities

Read the story: aka.ms/Viva/Stories/NWL





London Stock Exchange Group

Working with over 40,000 customers and over 400,000 end users across 190 countries, LSEG provides information, insights, and technology to enable customers to execute critical investing, trading, and risk decisions with confidence.

As a financial service organization focused heavily on utilizing innovative technology to provide their customers the best service, LSEG joined a preview program in early 2020 to assess and provide feedback on Microsoft's latest investment in Content Services.

To pilot Syntex, LSEG had 40 analysts use Syntex to ingest their KIIDs and capture the necessary information. When using Syntex, they found that they were able to reduce the time spent processing 250 documents per analyst, per week, **from 20 hours to 60-90 minutes.**

Industry: Financial Services

Read the story: [LSEG & SharePoint Syntex](#)



Market overview



Gartner Magic Quadrant for Content Services Platforms

“Microsoft is a Leader in this Magic Quadrant. Its Microsoft 365 E5 platform supports a broad range of use cases and is particularly strong in employee productivity. It provides standard content services capabilities and deep integration into the rest of the Microsoft ecosystem.”

Source: Gartner, Magic Quadrant for Content Services Platforms, October 2021

<https://aka.ms/gartner-csp21>



Forrester Wave Report

“Microsoft innovates in employee experience and intelligent content services. Microsoft has accelerated its investment in its Microsoft365 cloud content platform with significant enhancements to collaboration, communication, and compliance capabilities. As a dominant content and collaboration platform in large enterprises, it continues to fill historical feature gaps that previously required third-party tools.”

Source: Forrester Wave Report 2021

<https://aka.ms/ForresterWaveReport>

Microsoft Syntex roadmap



Enhance

Available now

Structured document processing models
Unstructured document processing models
Content assembly

Available soon

Annotations
Freeform document processing models
More prebuilt document processing models
Taxonomy tagger

Coming 2023

Image tagging
Optical character recognition (OCR)
Summarization
Transcription
Translation



Connect

Available now

Content query

Available soon

Accounts payable
Contract management
Content processor

Coming 2023

Advanced search
Content query mgmt
eSignature
Line of business app plugins



Manage

Available now

Automate security and retention

Available soon

Advanced security mgmt

Coming 2023

Backup and restore
Archiving

Resources



SharePoint Syntex product page: aka.ms/SharePointSyntex
Viva Topics product page: aka.ms/viva/topics



SharePoint Syntex resource center:
aka.ms/SharePointSyntex/Resources



Video: aka.ms/SharePointSyntex/Video



Demo: aka.ms/SharePointSyntex/Demo



Documentation: aka.ms/SharePointSyntex/Documentation



Forrester New Technology TEI report:
aka.ms/Viva/Topics/ForresterTEI

