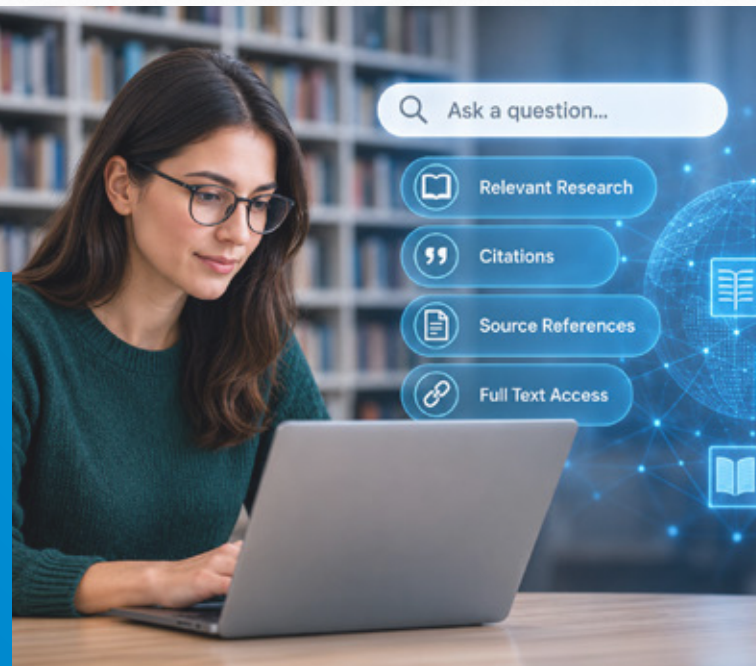


Case Study

Impelsys Enables IGI Global Scientific Publishing Scale Trusted AI Discovery Across 270K+ Titles

Manual keyword search was becoming a bottleneck for researchers and librarians navigating **IGI Global Scientific Publishing's extensive scholarly collection**. Impelsys partnered with **IGI Global Scientific Publishing** to deploy the **mon'k AI Research Assistant Tool** across its publishing platform, covering its **complete book and journal portfolio** and enabling natural-language discovery across **270K+ indexed titles**. The solution connected researchers to relevant scholarly content, citations, and source references while helping **IGI Global Scientific Publishing** retain control of licensed content and preserve visibility into library usage.



Client Profile

IGI Global Scientific Publishing is a research-focused academic publisher with a strong global presence across scholarly and institutional research communities. Its extensive portfolio spans multiple disciplines. With discovery and access central to its publishing mission, the publisher continues to evolve how scholarly content is found, explored, and used.

The Discoverability Gap

Traditional keyword-based full-text search remained effective for known-item discovery but offered limited support for contextual exploration and conversational refinement. Researchers often needed to know the right search terms and move through multiple steps before reaching relevant information. As expectations shifted toward more intuitive and responsive research experiences, the opportunity was to rethink how users interacted with the collection.



Rethinking the Research Experience

IGI Global Scientific Publishing wanted to move beyond conventional search and introduce an AI-powered conversational experience that would allow researchers and students to ask questions naturally, refine their inquiries through follow-up questions, and navigate directly to relevant full-text sources. The objective was not simply to introduce AI into search but to make scholarly discovery more intuitive, accessible, and useful while maintaining a clear connection to authoritative source material.

Impelsys' Solution: AI-Powered Research Assistant

Impelsys developed and fully deployed the **mon'k AI Research Assistant Tool** across IGI Global Scientific Publishing's platform, covering its full portfolio of book and journal content, with **270K+ titles indexed** for AI-assisted research and discovery. The solution enabled users to explore scholarly information through a more intuitive research experience.

- ▶ **Research discovery:** Uses Retrieval-Augmented Generation (RAG) to ground responses in IGI Global Scientific Publishing's scholarly content.
- ▶ **Cross-book access:** Surfaces relevant information from multiple titles through a single query.
- ▶ **Summarized information:** Presents findings in concise, organized views for easier understanding.
- ▶ **Source citations:** Connects responses back to relevant books, chapters, and supporting source material.
- ▶ **Conversational research:** Maintains context across follow-up questions so users can refine and continue their research.
- ▶ **Hybrid search:** Combines keyword, semantic, and vector search to surface more relevant scholarly content.
- ▶ **Automated content indexing:** Keeps newly added content searchable without requiring a manual indexing step.

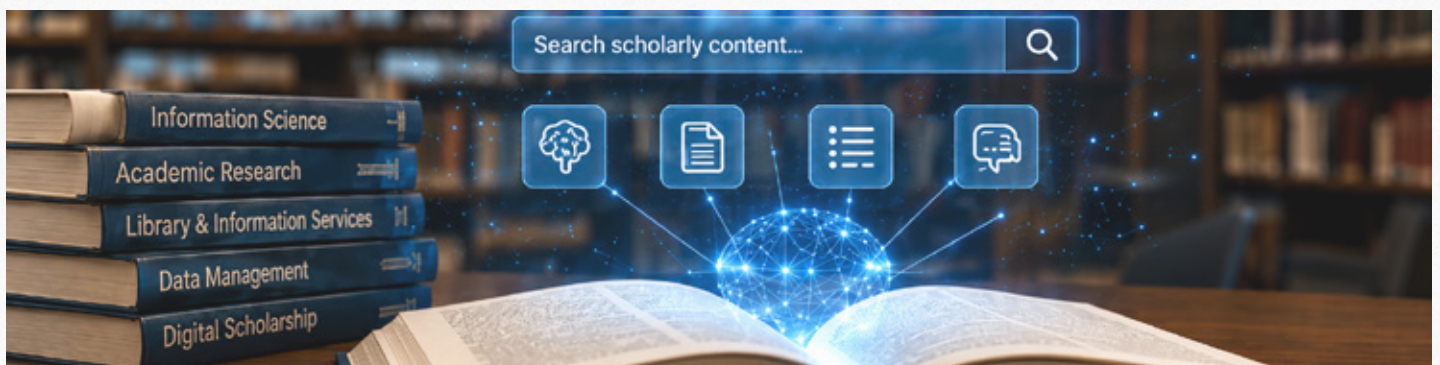
Technology stack: Built on Microsoft Azure using Azure OpenAI, Azure AI Search, Cosmos DB, and RAG.



Research Discovery, Reimagined

1.5K+ librarians actively using the tool

- ▶ **Trusted research discovery:** Source-grounded responses keep researchers connected to IGI Global Scientific Publishing's scholarly content for validation and further reading.
- ▶ **Continued usage visibility:** Researchers are directed back to underlying resources, allowing usage to continue registering through existing library reporting.
- ▶ **Secure content environment:** IGI Global Scientific Publishing's scholarly content remains within its own Azure environment and is not shared with external AI models.
- ▶ **Greater content discoverability:** Conversational research creates additional pathways for relevant content to be surfaced and explored.
- ▶ **Continuous content availability:** Automated indexing makes newly added content available for AI-assisted discovery without a manual.



Looking Ahead

Impelsys will continue to support the AI-powered Research Assistant, covering support, upgrades, and enhancements. The engagement also received a **10/10 rating** from **IGI Global Scientific Publishing**, recognizing the strength of the team's delivery and collaboration.



"Throughout the development and deployment of our AI-powered Research Assistant, the Impelsys team demonstrated strong technical expertise, responsiveness, and a clear understanding of our platform objectives. Their collaborative approach helped us deliver a solution that enhances content discovery and enables researchers to engage with our scholarly resources more effectively."



Justin North

Vice President of Technology,
IGI Global Scientific Publishing