



Case Study

Driving 70% More Accurate Discovery Across 18,000 Open-Access Journal Articles for Global Academic Publisher Sage

Impelsys partnered with Sage, a leading global academic publisher, to build an AI platform designed to transform content discovery and access. The proof of concept was developed and tested across 18,000 open-access journal articles, delivering up to 70% more accurate discovery. Impelsys' globally distributed engineering teams supported the initiative, ensuring scalability, security, and alignment with Sage's technology roadmap.

Customer Profile

Sage is a global academic publisher of books, journals, and library resources with a growing range of technologies to enable discovery, access, and engagement. The organization is built on the belief that research and education play a critical role in shaping society. It operates as an independent, mission-driven publisher committed to advancing social and behavioral sciences, with a strong focus on equity, diversity, and inclusion.

Requirements

Sage required a trusted partner to:

- » Build an AI-powered platform to improve research discovery and access.
- » Enable intelligent, conversational search across a large content repository.
- » Integrate content with emerging AI ecosystems and assistants.
- » Scale platform development and engineering capacity across multiple geographies.
- » Support core applications critical to daily publishing and access workflows.
- » Integrate seamlessly with internal teams, processes, and governance models.

Challenges

Complex content landscape: Managing and structuring large volumes of research content for AI-driven discovery.

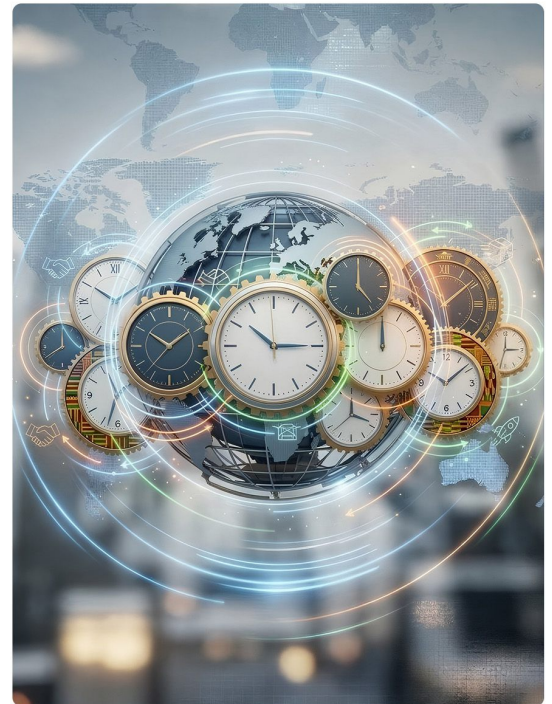
Search relevance: Improving accuracy and contextual understanding in search results.

AI integration: Enabling secure interaction between content and external AI systems.

Governance and control: Maintaining compliance, access restrictions, and content integrity.

Multi-geo coordination: Aligning teams across time zones, cultures, and delivery models.

Mission alignment: Ensuring external teams reflected the organization's values, quality benchmarks, and long-term objectives.



Solution

- Designed and developed an AI-powered platform supporting 18,000 open-access journal articles, enabling intelligent and contextual search experiences.
- Implemented Retrieval-Augmented Generation (RAG) to improve search relevance and deliver more accurate, context-aware results.
- Leveraged Model Context Protocol (MCP) to enable secure integration with AI assistants for content discovery, citation, and recommendations.
- Established secure retrieval and agent interfaces to ensure controlled access, governance, and compliance across AI interactions.
- Deployed a globally distributed engineering model across Europe, LATAM, and India to support operations and digital ecosystem.



Benefits

- Up to 70% improvement in search accuracy across large research datasets.
- Secure and governed access to content across AI-driven interfaces.
- Access to specialized engineering talent across multiple disciplines.
- Sustained alignment with the publisher's research priorities, governance standards, and long-term technology roadmap.

From the Client



"Impelsys has been instrumental in helping us accelerate our digital roadmap. Their engineering expertise, adaptability, and understanding of the publishing landscape have been key to achieving operational efficiency, scalability, and innovation. We look forward to continuing this collaboration."

John Shaw

Executive Vice President & CIO, Sage



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