

Knowledge Management System

Fields of Application



- Capture and storage of the knowledge base
- Company-wide exchange of information
- Access to / use of knowledge

Description

Every day countless information is received and processed in your company. In most cases however this information is utilized by single employees only.

A companywide exchange does not happen although the information would be of interest to other departments' employees, too. Redundancy of data and knowledge is thus unavoidable. Storage resources and the employee's time resources are consumed needlessly.

Also customer liaison and support through service employees can be critical. Every day your operational staff is confronted with new or apparently "new" problems.

In case the employee dealing with the support does not come up with a solution other employees have to be contacted who possibly possess the needed knowledge. Calls over calls are made until all information is gathered. Without a common knowledge base not only precious time of employees is used, but also many unnecessary employees are involved.

With comm.kms you have a flexible web-based system at hand, which contains all functions for the capture, storage, search and exchange of company knowledge.

Both explicit and implicit knowledge of your employees can be identified and documented easily. Furthermore, you can improve the structure of your documents and hereby avoid redundant work.

Benefits

- Avoidance of redundant work
- Collected, structured corporate knowledge in one place
- Effective knowledge transfer
- Integrated WYSIWYG-translator
- Knowledge pools
- Multilingual system
- Protection of expertise
- Time savings through effective search
- Web-based access

Highlights

- Automatic notification features
- Dynamic structuring of documents
- Full-text and structured search
- Knowledge pooling
- Linking of documents
- Media data integration
- Multiple assignment of contents
- Soft versioning
- Yellow Pages

Features

- **Defined Structures**
Structure your documents in thematic areas, departments, projects etc. through dynamic category trees.
- **Document Linking**
Link correlated documents and make them directly accessible from other documents.
- **Document Management**
Shared documents can be edited and used interchangeably by all authorized employees.
- **Full Text and Structured Search**
Look up and locate your documents via full text search or structured search in the content categories. You can also attach keywords and metadata to the documents and use them as additional search parameters.
- **Integration of Multimedia Data**
Attach data files in any format to your documents.
- **Multiple Assignment of Documents**
Allocate your content into several different categories, without redundancy. Hereby, you make the document traceable in several relevant categories.
- **Multilingualism**
A multilingual knowledge management system supports international users/ teams.
- **Notification Function**
Notify employees about new interesting documents with the help of an automated notification function, which generates a direct link to the desired document.
- **Permissions Management**
By using a comprehensive permissions and user management tool you can grant different user groups access to specific content. Thus you ensure that each user has access to the relevant information only.
- **Versioning**
Via soft versioning you have the possibility to manage different document versions.
- **Web-based Access**
The web-based access allows a more effective collaboration of geographically distributed users and user groups.
- **WYSIWYG Editor**
Design your content with a WYSIWYG editor for free text editing.
- **Yellow Pages**
Gain access to the contact data of all your employees by the use of convenient yellow pages.

Company Details

Our core competences:

Software development
of standard products and special solutions based on our own integration platform open-EIS in the fields of Fleet Management, Trade Fair Management, Document and Content Management, Teamwork and Knowledge Management as well as Education and eLearning.

open-EIS
community4you's unique feature is an integration platform with enterprise technology, based on a service-oriented architecture (SOA) for the flexible adaptation and extension of complex business processes through integrated mechanisms.

Networks
are an important factor of success. For this reason, we work together with many partners who support our business activities with their solutions.

References
Our products are successfully deployed – amongst others – at the following known companies:
Messe Frankfurt GmbH,
Deutsche Messe AG,
Otto GmbH & Co. KG,
Commerzbank AG,
Volkswagen Coaching GmbH,
Deutsche Bahn AG,
DEKRA.



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