



20 Most Promising Knowledge Management Solution Providers 2017

With the evolving work culture, increasing volumes of knowledge and information within the organization, knowledge management (KM) has become the key driver of new innovations and ideas that is applied today in all industry sectors. With an effective KM strategy, organizations are able to create, apply, and share information, build a high performing team, and increase usage of valuable data. By deploying KM solutions, companies are able to enhance the work environment by breaking down silos and allowing different people to work together to achieve common goals.

The advent of innovative technologies like social media and mobile technology has taken KM to a whole new level. These technologies have the ability to store and retrieve knowledge, improve collaboration, locate knowledge sources, capture and use knowledge to enhance business processes. As part of an efficient KM strategy, most organizations today are adopting video learning and e-learning platforms to maximize effectiveness of training programs and knowledge sharing.

However, when it comes to finding an efficient knowledge management solution provider, CIOs find it extremely challenging to steer through the fragmented knowledge management industry to assist them with consulting, implementation, and support.

In the last few months, a distinguished panel comprising of CEOs, CIOs and analysts including CIOReview's editorial board has selected the top knowledge management solution providers. We have analyzed hundreds of Knowledge Management technology solution providers and shortlisted the companies that are at the forefront of tackling challenges in the Knowledge Management arena.

We present to you CIOReview's '20 Most Promising Knowledge Management Solution Providers 2017.'

Knosys: Crafting a Repository of Knowledge



John Thompson, CEO

Market consolidations and client-driven demands have accelerated a shift towards knowledge work automation and collaboration within organizations, urging them to infuse advanced technologies and integrate valuable know-how into their core business activities and processes. With a modern approach of linking existing knowledge assets, understanding their contextual relevance, and giving users a fast and easy way to find what they need, Knosys is leading the transformation wave. By providing a web-enabled, and enterprise-grade platform to author, collate and disseminate high-value content within their organization, Knosys is at the helm of improving organizational decision making and business outcomes.

“Knosys aims to link the right person with the right information quickly and easily, reducing the wasted effort that is often spent by staff hunting for the right document, or the most up to date version,” adds John Thompson, CEO, Knosys. The solution also provides an organization with feedback tools to easily communicate with content owners and subject matter experts—making collaboration around high-value content simple and efficient. Through its unique security model, Knosys controls content dissemination to end users, reducing the noise that’s created from the thousands of new pieces of content each day and ensuring users have the information they need at their fingertips.

Unlike many other vendors in the Knowledge Management space, Knosys doesn’t focus solely on presenting content in the traditional, document or article-like format. Knosys includes process guidance tools in the form of wizards and flows that allow users to step through or visualize processes

and for authors and organizations to link steps or sections of these processes with content from within the knowledge repository. “Users not only get a high-fidelity view of the process or procedure but are also linked to relevant guides, notes, articles or procedures to allow them to quickly and easily act upon the steps in the process,” states Thompson. Knosys can also capture user input along the way and report back to process owners on process completions and data captured.

“Knosys aims to link the right person with the right information quickly and easily, reducing wasted effort”

At Knosys, an initial engagement typically focuses on a small section of the larger business—an area focused on direct customer engagement such as an organization's call center or branch network. Knosys works with the client to implement the solution and aids in the initial process of information architecture definition. Deployment usually occurs on-premises or as a deployment into an organizations preferred cloud vendor and Knosys works with the customer's internal IT to deploy the solution; this is made quick and easy as Knosys is designed to easily integrate into an organization's existing Microsoft Windows environment and Active Directory. Knosys’ process modelling and guidance tools features allow front-line staff to access the right organizational policy or process quickly and step through complex processes with minimal training, which results in high-quality outcomes for both the business and its customers.

In an instance, Knosys software was implemented by a large financial organization, principally across the front-line areas of their business. The key problem they faced was that employees tended to turn over frequently, which resulted in increased training costs and reduced customer satisfaction. By implementing Knosys software, storing process information and systems guides within the Knosys platform, and disseminating this information, the firm was able to reduce their new staff's training time by nearly 50 percent and at the same time, reduce call transfers in their call center by a further 25 percent.

Over the years, Knosys has assisted many of its prestigious clients in empowering their employees with the right information, ensuring that an organization’s employees are always presenting customers with accurate and consistent information— and becoming the single source of truth for organizational knowledge.

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