Enterprise Knowledge MANAGEMENT

Enterprise Knowledge Management (EKM) is our collaborative software application system developed on Microsoft SharePoint platform that automates your business' non-transactional processes by organizing, integrating and distributing your business knowledge in a secure environment.

Our Enterprise Knowledge Management solution picks up where the Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), analytical reporting, document publishing and communication systems leaves off.

Is your business planning a SharePoint rollout? Has your organization already installed SharePoint and now your employees are using it as a substitute for a network drive to upload and share documents?

Does your business have solutions that makes the most of your investment in SharePoint? Are you exploiting all functions and features SharePoint has to offer and realizing its full potential?

Let's help you figure out with four questions…

If you answered 'NO' to any of these questions, you are only using approximately 20% percent of what SharePoint can do for your business. **Your business would certainly benefit from an Enterprise Knowledge Management solution to elevate your SharePoint utilization levels close to 100%.**

Are your documents automatically embedded with logical grouping tags such (e.g. Finance, Income Statement, 2016, Final, etc.)?

Would you like an automatic email alert when critical reports are ready for review and approval?

Does your company use a workflow driven document approval process?

Do you have an audit trail of when and by whom, critical business documents were modified?

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www.keyvrix.com

With our Enterprise Knowledge Management solution, you can:

1 — Index and search documents using plain language "Google like" searches e.g. "2015 Sales Report for Widgets".

2 — Replace nested folders with logical metadata tags embedded automatically to documents (E.g. "Finance~Jane Doe~Reports~Income Statement~2015~January").

3 — Send and receive email alerts when documents are available for review or modified or status updated (e.g. from 'Draft' to 'Final').

4 — Setup workflows for business process and automatically lookup managers or their delegates from Active Directory.

5 — Secure document and maintain audit trail of changes to documents non-invasively.

Document Management is only one aspect of the Enterprise Knowledge Management solution. Here are some other compelling functions and features that will add value to your business and improve your ROI on SharePoint:

PRODUCTS/SERVICES/ASSETS CATALOGUE

USERS
Sales
Customer Service
Information Technology
Facilities Management
Asset Management
Property Management
Office Services

BUSINESS VALUE
Our Enterprise Knowledge Management solution has a central knowledge repository custom built for your business. It allows departments to group all sources of documents and information together. This could be product pictures, product dimensions, product financials, engineering drawings, customer profiles, technical services and products, real estate properties, equipment under maintenance or even office stationery. Integrate it with your Enterprise Resource Planning (ERP), Customer Relation Management (CRM), Property and Lease Management systems etc. to pull selected static and variable information. Open it up to external stakeholders (Vendors, Customers) using our secure Extranet functionality.

ON-BOARDING/OFF-BOARDING

USERS
Human Resources
Information Technology
Project Managers

BUSINESS VALUE
Our Enterprise Knowledge Management solution comes with electronic On-Boarding/Off-Boarding forms customized for your business needs. It is integrated with the Products/Services/Assets catalogue, task management, and event management functions. It is also integrated with Active Directory and Exchange server so it can generate email alerts and tasks with due dates for action items in your On-Boarding/Off-Boarding forms.

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CORPORATE LEARNING CENTRE

USERS
Information Technology
Project Managers
Customer Service
Human Resources
Sales

BUSINESS VALUE
Our Enterprise Knowledge Management solution comes with a built-in Corporate Learning Centre. We can help you customize it based on your business functions and training needs. Our Corporate Learning Centre provides a repository to upload training materials required for both trainer delivered and self-service training needs. It also allows you to identify trainers, add their profile with skills and capabilities. Your organization can have pre-scheduled training events and allow authorized employees to sign-up for training sessions based on completion of prerequisites. Trainers can track attendance, organize post training quizzes and surveys for employees upon completion of training sessions. Like all other functions, it is integrated with the Active Directory and Exchange server, so calendar entries are automatically generated in the Outlook email client for the trainer, the trainee and training rooms.

ABSENCE MANAGEMENT

USERS
Department Managers
Project Managers
Human Resources

BUSINESS VALUE
Our Enterprise Knowledge Management solution comes with built-in forms for approving, tracking and reporting employee absence. It is fully customizable to your business needs. Using the integration with Active Directory employees can generate and submit Request for Absence electronically. Whether it is taking a paid vacation day or a couple of hours to run some errands or a sick day, you can keep track of it all in a completely secure environment. If a team lead or supervisor is missing we can configure the solution to automatically go up the organization chart or pick a pre-determined approver. It also allows employees requesting the absence or an approver to pick a delegate. Since our solution is integrated with Exchange server it generates calendar entries automatically in the Outlook email client for the employee, delegate and approver. We can also activate a staff availability dashboard so project managers can have a quick view of which team members are away and for how long.

R.A.I.D. / CHANGE LOG

USERS
Program Managers
Project Managers
Change Managers

BUSINESS VALUE
Risks, Actions, Issues, Decisions and Change Requests are part of project manager's work. Managers leading programs and projects take a number of actions, make decisions, deal with issues, identify, avoid and mitigate risks on a daily basis during a project lifecycle. Use the powerful Log Management function provided by our Enterprise Knowledge Management to track these items handled by project managers. With this function they can identify each type of activity and relate or connect them to each other. They can set dependencies, target dates and assign tasks to team members. Since our solution is integrated to Active Directory and Exchange server it can automatically generate task and calendar entries in the Outlook email client for project managers and team members. The log also comes with its own repository to manage project related documents. Optional integration to Project Management server to review, add and update project tasks directly is also available.

EXPENSE MANAGEMENT

USERS
All Business Teams

BUSINESS VALUE
Use the built-in forms that come with our Enterprise Knowledge Management solution for approving, tracking and reporting employee expenses. It can be fully customized to your business needs. This function comes integrated with Active Directory so employees can generate and submit expense reports for approval electronically. They can attach electronic copies of receipts, invoices and statements to support their reimbursement claim in a completely secure environment. We can customize the system to set claim limits for expense categories and approval threshold for supervisors. We can customize the workflow to send the expense package with the supervisor's approval to your finance department for payment processing. If a team lead or supervisor is missing we can configure the solution to automatically go up the organization chart or pick a pre-determined approver. Since our solution is integrated with Exchange server it generates task entries automatically in the Outlook email client for the approver.

EXECUTIVE PORTAL

USERS
Board of Directors
Executive Management
Executive Administrators

BUSINESS VALUE
Prior to every meeting of the Board of Directors, your business generates meeting minutes, performance reports, proposals etc. These documents get circulated to your Board of Directors and other authorized members of the Executive Management team. Most of this function is carried out by the Executive Administrators and accomplished using email. With the available Executive Portal function on our Enterprise Knowledge Management solution we make the task of distributing documents a breeze. With our secure, built-in document repository function we can setup alerts when documents are finalized and ready for review. We can also setup which documents can only be viewed and which can be downloaded for further action. The Executive Portal can also be used to tally votes on motions passed by members of the board.

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DECISION SUPPORT CENTRE

USERS
Senior Leadership
Executive Management

BUSINESS VALUE
Senior managers and executives make critical business decisions based on the information available to them and the business knowledge they possess. Our Enterprise Knowledge Management solution takes advantage of SharePoint's Performance Point services to present a unified view of various aspects of your business; such as sales, inventory levels, staffing projections, customer feedback, industry trends etc. We can integrate the Enterprise Knowledge Management solution with your organization's data services and convert them into pre-configured scorecards and present them in a dashboard format. We offer completely customizable KPIs based on your business needs. Our solution uses SQL Server Reporting Services (SSRS) and SQL Server Analytical Services (SSAS) add-ins to seamlessly integrate SQL Server with SharePoint.

SOCIAL MEDIA PORTAL

USERS
Customer Service
Product Development
Business Development

BUSINESS VALUE
Your business uses social media sites to invite customer feedback on your products and services. It also drives customer engagement for your business. Use the Social Media Portal function available on our Enterprise Knowledge Management solution to get snapshot of all social media interactions of your business in one place. This enables your customer service team to deal with unhappy customers quickly and effectively. Your product and service development teams can spot trends in customer reactions to the products and services you offer and make updates to future release.

EMPLOYEE PORTAL

USERS
All Employees

BUSINESS VALUE
Enable everyone in your organization to maintain their own portals. This function comes built into our Enterprise Knowledge Management solution. Since it is integrated with Active Directory, pieces of employee information can be pre-populated. Let employees add pictures to their profile, share interests with their co-workers. Integrate it with Yammer, Microsoft's instant messaging tool, Lyncs or Skype, to enable multimedia communications between your teams. Generate instant organization charts based on the hierarchy setup on Active Directory. Add business applications and tools to Employee Portal to increase employee productivity.

Our Enterprise Knowledge Management solution stretches your investment in SharePoint by offering the following features:

- CLOSELY INTEGRATED
- COMPLETELY SECURE
- FULLY CUSTOMIZABLE

KEYVRIX
Information to Key Value Metrics

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