Knowledge Management Solutions for Businesses
ScienceSoft is an international IT consulting company providing solutions for **effective collaboration and knowledge sharing** since 2007.

- **32** years in IT business
- **700** employees
- Customers in **42** countries, including Fortune 500 companies
Companies that Use Our Software

75% of our revenue comes from 1+ year-long customers

Baxter
PerkinElmer
CHIRON HEALTH
Walmart
Nestlé
Heinz
T-Mobile
Viber
TELEKOM AUSTRIA GROUP
Orange
RBC Royal Bank
Belgazprombank
Eurasian Bank
Home Credit Bank
Our Approach to Knowledge Management

**Knowledge item** = a theoretical **understanding** or a practical **skill** in a specific area of practice

Knowledge = tacit + explicit

**Knowledge asset** = a single **document** or a set of documents containing one or more knowledge items

- Case studies
- Researches
- Workshop materials
- Postmortem reviews
- Process documents
- Guidelines
- Reusable work products
- FAQs, etc.
Our Approach to Knowledge Management

1. Knowledge elicitation
2. Knowledge assessment & externalization
3. Knowledge distribution
4. Knowledge maintenance

Knowledge mapping
Knowledge Mapping

1. Knowledge we need
2. Knowledge we have
3. Knowledge we miss

- Tacit knowledge
- Explicit knowledge

Employees
Assets

1. shows what knowledge resides where
2. detects knowledge gaps
3. determines the knowledge to be obtained, preserved, enhanced or divested
To establish effective knowledge management, a clear understanding of the staff’s current and missing competencies is needed.

For this purpose, we offer to integrate knowledge mapping with competency management.
Knowledge Elicitation

- **Automated workflows for research initiation**
  to close knowledge gaps

- **Analysis of discussions**
  smart knowledge absorption via corporate discussion boards

- **Integration with enterprise systems**
  data extraction from CRM, ERP, SCM and other systems
Knowledge Assessment & Externalization

1. Easy knowledge item ranking, comparing and selecting

2. Clear and intuitive knowledge asset creation

3. Powerful knowledge asset classification and metadata features
Knowledge Distribution

Is an employee an active knowledge seeker?

Yes
Pull mode
Knowledge access

No
Push mode
Knowledge delivery

Successful knowledge distribution
Knowledge Distribution: Pull Mode

INTELLIGENT SEARCH & FILTERS
Search suggestions, ranking algorithms, results refinement

Topic subscriptions
Subscription to latest updates in particular knowledge items

Clear knowledge navigation
Knowledge taxonomy tree linked to employee profiles

Knowledge relationship management
Displaying related knowledge on the fly
Knowledge Search in Pull Mode

**SINGLE ENTRY POINT**

- Knowledge base
- ECM system
- Corporate website
- External knowledge assets
- Department-specific systems, etc.

*Search*
Knowledge Distribution: Push Mode

Main tools:

Corporate trainings and courses
Integration with the company’s learning management system

Collaborative knowledge transfer
Communities of Practice (CoP) hubs, workshops, discussion forums and blogs
**Knowledge Maintenance**

**Review and update** of particular knowledge items based on pre-defined **knowledge attributes**:

- Date of the last retrieval of a knowledge asset/item
- Total number of times a knowledge item was retrieved
- Total rating of a particular knowledge asset
- Date of the last modification of a knowledge asset
- Number of modifications applied to a knowledge asset, etc.
Challenges We Solve

- Misunderstanding of knowledge needs
- Knowledge stagnation
- Poor knowledge use
- Deficient tacit knowledge sharing
- Loss of valuable knowledge
The organization doesn’t understand what knowledge it needs and misses. It leads to **failed projects, lost customers** and **missed business opportunities**.

**SOLUTION:** **KNOWLEDGE MAPPING**
Poor Knowledge Use

**SOLUTION:** KNOWLEDGE PULL – CONVENIENT AND PERVERSIVE SEARCH

The organization has needed knowledge, but it is hard to access. As a result employees don’t use it and underperform.
Deficient Tacit Knowledge Sharing

The organization has needed knowledge in the tacit form, but key knowledge owners are not eager to share it.

**SOLUTION: KNOWLEDGE SHARING MOTIVATION TOOLS**

- **Knowledge sharing policy**
  - knowledge sharing as an essential element of employees’ performance reviews

- **Recognition system**
  - e.g., a virtual rating and a recorded history of consulting on and participating in discussions dealing with specific topics

- **Rewards**
  - a system of points and badges that can be converted into tangible rewards
The organization has very specific and valuable knowledge possessed by one or a few employees leaving the company. It results in knowledge ruptures.

**Solution:** Knowledge Externalization and Push!
Knowledge Stagnation

The organization doesn’t control how adequate its knowledge is. **Knowledge becomes outdated, and creates business problems and internal conflicts**

**SOLUTION: KNOWLEDGE MAINTENANCE**
SharePoint-based knowledge management system
Our Services

Consulting and business analysis

FULL-CYCLE SERVICES

System implementation

System maintenance

Architecture & design
Success Story

SharePoint-based Knowledge Search Portal

Customer

An international consulting company that provides services in such areas as business strategy, commercial and strategic planning

Solution

The portal which allowed to centralize numerous knowledge assets located across multiple virtual storages. Powerful search capabilities allow end users to access a wide set of unique content

Tools & Technologies

Microsoft Office SharePoint, jQuery, Visual Studio, OpenXML SDK, WSP Builder, VSTO
Success Story

Social Business Platform for Biopharmaceutical Company

Customer

An international biopharmaceutical company specializing in innovative ophthalmic and oncology medicines

Solution

A branded social business platform used by the company’s employees for professional communication and knowledge sharing

Tools & Technologies

SharePoint Online, JavaScript, jQuery, CSS, SharePoint Designer
Success Story

Corporate Intranet for 45,000-employee Bank

Customer
A bank with $400+ bn in assets and 45,000+ employees

Solution
The SharePoint-based intranet solution, which provides tools for sharing documents, storing the corporate knowledge base and streamlining business processes across all the bank levels

Tools & Technologies
SharePoint, .NET, C#, JavaScript, jQuery, Visual Studio, SharePoint Designer
Success Story

Medical Faculty’s Internal SharePoint Portal

Customer

A large European university

Solution

A multilingual internal portal for the faculty of medicine to help both students and lecturers access the large knowledge base containing medical research papers

Tools & Technologies

SharePoint, JavaScript, JQuery, AngularJS, HTML, CSS, ASP.NET, MS SQL Server, Open LDAP
Let’s Keep in Touch!

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