

Building the Right Knowledge Management System



Efficient knowledge management makes it easier for organizations to build on their research and intelligence, understand what works and what hasn't been tried, and maintain direction in the face of staff turnover. This requires an excellent knowledge management system (KMS) that allows storage, cataloging and harmonizing of knowledge assets as well as efficient and compliant access. In this case, our client needed such a system to manage not only their own ongoing creation of knowledge assets, but also the significant volume being created by third-party vendors.

Client

A major private philanthropic foundation

Industry

Healthcare

Evalueserve Solution

The Evalueserve team diagnosed the client's challenges, then customized and implemented the right KMS for their needs, focusing on the following features:

- Knowledge management capabilities, thanks to a repository built on a centralized taxonomy ensuring that client teams could catalog, upload and seamlessly access all knowledge assets
- Keyword-based and advanced search capabilities using the taxonomy and a dedicated filter set
- Appropriately large storage capacities ensuring that large volumes of data can be handled and project teams are not limited in terms of current and future knowledge asset management
- User-friendly dashboards that make the upload, download and sharing of assets easy, thus ensuring high adoption of the system
- Inbuilt workflow capabilities to ensure efficient management of research requests



The client wanted to have a knowledge management system to ensure efficient and compliant access to in-house and vendor-generated knowledge assets.

Evalueserve's Approach

To meet the client needs, Evalueserve experts extended the feature set of a pre-existing proprietary Evalueserve KMS. Our team also performed the full implementation of the customized system.

In addition to helping the client meet its core knowledge management needs, the product's inbuilt workflow capabilities aided both our research team and the client's teams in collaborations and efficient management of research requests.

Benefits Achieved

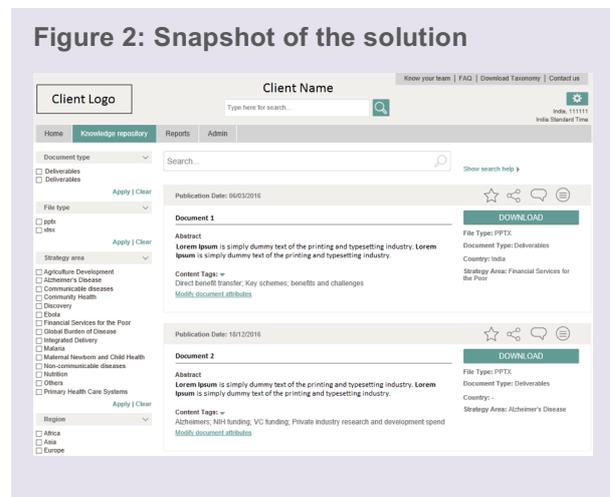
The KMS helped to streamline search workflows, increase collaboration, and maximize the re-use of information, specifically delivering:

- Increased search speed and accuracy:**
 The taxonomy-driven approach helped the client to adopt a consistent terminology for cataloging knowledge assets, resulting in greater search consistency and accuracy.
- Improved adaptation to changing needs:**
 End users were given with the ability to select preferred terms for cataloging and, as such, cater to the changing enterprise needs.
- Compliant, privilege-based access:**
 The security features implemented helped in the definition and granular control of access to the knowledge assets. Users could access only those documents for which they had authorization.

Figure 1: Snapshot of the solution



Figure 2: Snapshot of the solution



Evalueserve – powered by mind+machine

Evalueserve is a global professional services provider offering research, analytics, and data management services. We are powered by mind+machine – a unique combination of human expertise and best-in-class technologies that use smart algorithms to simplify key tasks.



For any other information about Evalueserve and its services:
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