

Knowlysis services for Knowledge Management Best Practices

Key Benefits

- Improve customer satisfaction through faster issue resolution
- Decrease new analyst ramp-up time while minimizing help desk attrition effect
- Maximize ROI of Knowledge Management investment
- Increase first-call resolution and case deflection via web self help
- Reduce overall cost for resolving issues

About Knowlysis

Knowlysis is a consulting and professional services company that supports organizations seeking to better leverage the applications that supply their business knowledge and facilitates their online business.

We have partnered with the world's leading solution providers to provide the support needed to ensure the maximum value is received from the customer's technology investment. Our Knowledge Management best practice implementation methodologies are designed to complement the industry-leading KCS Knowledge Management best practices.

Contact

Please contact Alan Blake for more information regarding Knowlysis Knowledge Management services at ablake@knowlysis.com or 801.224.0002 ext 105

Business Challenge

Businesses are continually being required to find ways to run leaner all the time. Help desks and service centers are no different. Organizations have purchased Knowledge Management software to deal with these resource constraints, maximize their investment, and streamline their processes. Many, despite being familiar with KCS (Knowledge-Centered Support) best practices for Knowledge Management, struggle to successfully implement this methodology and reap the collective resource and process streamlining benefits.

Through effective workshops, analyses, and coaching, Knowlysis can assist and train organizations to successfully implement Knowledge Management best practices and realize the benefits they seek.

Knowlysis Knowledge Management Services

KM Fundamentals Workshop

We have created a packaged KM Fundamentals Workshop – an on-site engagement that provides the Knowledge Management customer with:

- KCS Best Practices training
- Discussions and exercises designed to align current Knowledge Management processes with industry best practices
- Analysis of gaps between Knowledge Management best practices processes and the organization's current Knowledge Management tool

KM “State of the Help Desk” Analysis

To implement these best practices you must understand your organization's Knowledge Management maturity – this analysis provides that understanding and involves:

- Surveys and interviews for help desk management and analyst
- Live-action, on-site help desk observation
- Data analysis and a detailed report of Knowledge Management status

KM Best Practices Implementation Coaching

To bridge the daunting gap between *understanding* and *implementing* the KCS methodology, we provide a coaching engagement that includes:

- Regular “State of the Help Desk” analyses and reports to track progress
- On-site training and coaching of best practices implementation and management
- On-site “next steps” training and coaching of analysts

Solution Value

Knowlysis provides industry-leading solutions for implementing KCS-based Knowledge Management best practices. Through these solutions customers can achieve knowledge management expertise, streamline their Knowledge Management processes, increase customer and employee satisfaction, and affect the bottom line of the company.