KPS | Knowledge Management Software

Knowledge Management enhances IT company customer support experience

SRO Solutions deliver leading asset management solutions, focusing on the three main sectors of Marine Transportation, Offshore Oil & Gas and Manufacturing & Production.

Their portfolio includes: software, consulting, support, training and bespoke development as well as two unique solutions for Maximo: SDR - offering database replication to remote and hard-to-reach areas and SDU - a zero downtime upgrade solution for IBM's Maximo users.

With multiple products and services, SRO identified the need for a Knowledge Management tool to help in supporting customers more effectively. Access to the Knowledge Base was also required from their website in order to help customers self serve. Providing an enhanced customer support experience, whilst defl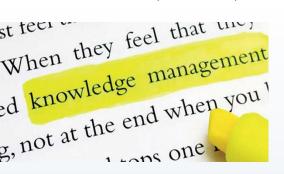ecting calls away from their support team, was a key driver in selecting and implementing a Knowledge Management solution.

Leveraging existing information

Universal Knowledge, from Knowledge Powered Solutions (KPS), was selected due to its ability to easily migrate legacy information, whilst at the same time providing the tools to search multiple sources and formats of information. With vast amounts of highly technical documentation available, being able to leverage this information and segregate and secure the information was fundamental to the delivery of the knowledge base.

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Advanced content management features

Once installed, the KPS Consultancy team worked closely with SRO to understand their content requirements. The legacy information was examined and certain elements of the information were deemed to be 'sensitive', yet they were part of the article information. Using the Universal Knowledge inbuilt content management function, it was possible to apply a higher level of access to elements of the same article - removing the need to repurpose the information before migration. With the ability to create templates, the required styling could be applied to each type of content - especially important where different product branding existed.

With information sources in multiple locations, it was also possible to incorporate existing product help files and training material into the Knowledge Base. Being able to index content in-situ meant that SRO were able to deploy the system quickly and could be confident that the use of the knowledge base could be easily expanded to support additional products and services.

Highly effective searching

Bill Wallace, Technical Manager at SRO, was particularly interested in how SRO could continue to develop the Knowledge Base as additional product information needed to be added. He remarked, 'Universal Knowledge provides us with an easy to use content creation tool, in addition to us being able to incorporate existing forms of knowledge. The ability to use a natural language search against very technical information and provide access via our website will be key to us continuing to provide world class support to our customers'.

Flexible and bespoke consulting services

KPS delivered only 5 days of Professional Services in order to implement the requirements. In addition to the standard implementation tasks of installation, configuration and training, this also included provision of a rebranded interface, the content migration and custom stylesheets to ensure the internal articles were structured and presented appropriately. Both end-user and system administration training was delivered and bespoke user guides also provided.

Tony Lackey, Director at SRO Solutions, commented, 'KPS were incredibly flexible in their approach to the project, providing us with bespoke training and excellent levels of support whilst we rolled out the Knowledge Base. We look forward to the continued partnership between KPS and SRO.'

Knowledge Powered Solutions (KPS) offers knowledge management software (Universal Knowledge) that helps organisations deliver operational efficiencies and at the same time improve customer services by providing immediate access to information at the point of need. Benefits include significant increases in productivity, reduction in operational costs, reduced training times and increased speed to competency for agents. Customers and stakeholders receive consistent answers to their queries and issues for improved service quality.

Universal Knowledge is being used as a business critical tool within help/service desks, call/contact centers, web self-service and shared service operations around the world (UK, USA, Canada, Australia and Middle East). It is empowering agents to deal with a wider number of queries and enabling end users to self-serve 24 x 7.
Universal Knowledge enables organisations to capture and share their knowledge and expertise through a simple, easy to use end user interface.

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(KPS) Knowledge Management Software