

2017 EDITION

TOP 5 KNOWLEDGE MANAGEMENT SOFTWARE REPORT

Comparison of the Leading Knowledge Management Software Vendors

Overview of Knowledge Management Software Solutions

As your company grows, it becomes exponentially more difficult to archive, organize and distribute the knowledge necessary to effectively run your organization. Whether you need to build an intranet for employees or a knowledge base for customers, knowledge management systems focus on making information organized and accessible. A knowledge management solution captures the expertise and experience of your organization, reducing the time you spend on customer support and/or staff training. A knowledge management tool will prove of great value to a variety of industries and business sizes, ensuring all relevant files are properly stored and remain easily accessible.

Knowledge management systems often give users a variety of tools to communicate and catalog information, including everything from instant messaging and threaded forums to comprehensive databases and wikis. Such systems can also provide effective document management capabilities, allowing you to easily catalog, share and edit company documents and procedures. Look for solutions that feature permission controls and can integrate easily with your existing technology for a smooth transition into daily use.

Begin your search for the perfect knowledge management system below. Compare leading vendors, pricing and product strengths in this [Top 5 Knowledge Management Report](#).



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We offer exclusive comparison reports for 80+ business software segments, enabling you to efficiently research and review highly rated software products. Download our free reports to discover top business solutions for Accounting, CRM, ERP, CMS, Manufacturing, HR and more.

Top 5 Knowledge Management Software Comparison

Atlassian Confluence	Meemim, Inc.	Universal Knowledge	KANA Enterprise	Oxycyon Centralpoint CMS
Ideal for: Businesses seeking a solution that has SharePoint integration.	Ideal for: Companies that are looking for a platform with a powerful social search.	Ideal for: Companies of all sizes with Call Centers, Service Desks, Web Self Service, or Internal Knowledge.	Ideal for: Enterprises looking for a mobile case management platform with email management features.	Ideal for: Companies seeking a solution with CRM lead management functionalities.
Business size 	Business size 	Business size 	Business size 	Business size
\$	\$	\$\$	\$\$\$	\$\$\$
Key Features 	Key Features 	Key Features 	Key Features 	Key Features
Additional Features <ul style="list-style-type: none"> • Search facility functionality • Simplified versioning system • Team-based knowledge and content management 	Additional Features <ul style="list-style-type: none"> • Powerful social search • Minimal learning curve • Improves information discovery, adding up to 3 hours to each employee's week 	Additional Features <ul style="list-style-type: none"> • Natural Language Search • Automatic FAQ's • Global & Individual FAQ's • Audited decision trees • Auto respond to emails • Fragment search technology 	Additional Features <ul style="list-style-type: none"> • Outbound calling campaigns • Web and mobile self-service • CTI, IVR and ACD adaptors 	Additional Features <ul style="list-style-type: none"> • Custom knowledge bases • Remote update functionality puts an end to obsolescence • Business intelligence
Select Customers Groupon, Facebook, LinkedIn, Netflix, Nike	Select Customers University of Toronto, Adwasol Inc., DVI Lighting, Plastic Dress-Ups Canada	Select Customers United HealthCare, Indiana University Health, British Telecom	Select Customers Best Buy, Chase, Geico, H&R Block, Insurance Australia Group, JetBlue	Select Customers Tanner Health, Barnabus Health, VCA Antech, WholeHealthMD.com
Deployment 	Deployment 	Deployment 	Deployment 	Deployment

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