



# Identify, Refine, Share

shared knowledge is the lifeblood of your business

## Knowledge is power?

This maxim has been at the forefront for many years, but most of the truly valuable knowledge, that your business relies on, is trapped inside people's heads. Lose the people, lose your lifeblood. The real trick is to capture information from your key employees, refine that information into knowledge and then share it with everyone else. Sounds simple but a knowledge management initiative can only succeed by changing both culture and technology. That's where FrontRange comes in, with FrontRange Knowledge Management.

## Identify

Your business is drowning under a tide of data. Information is everywhere; databases, shared folders, email, 'My Documents', as well as in your head. FrontRange Knowledge Management allows you to build a 'Table of Contents' for your business. Any user or customer can then search the knowledge repository to find the answer to their question. Keep information in its original location, that way the owner will keep it updated but the rest of the business benefits, by being able to search for it and use it.

## Refine

Retained knowledge is only useful if it's in the right context. Out of date information can be misleading or even damaging. FrontRange Knowledge Management allows all your knowledge workers to continuously refine articles and solutions to ensure accurate information is held; and old, out of date information is archived. Everybody in your organization is potentially a knowledge provider as well as a consumer, give them the ability to flag documents for renewal, for updating or for archival; this approach makes your knowledge live and drives value to the business.

## Share

How many times have you answered the same question twice or more? FrontRange Knowledge Management ensures that solutions are captured in real time, meaning that the next time someone has the same question, they can find it quickly and easily, improving response times and end user satisfaction.

## Improve Customer Service

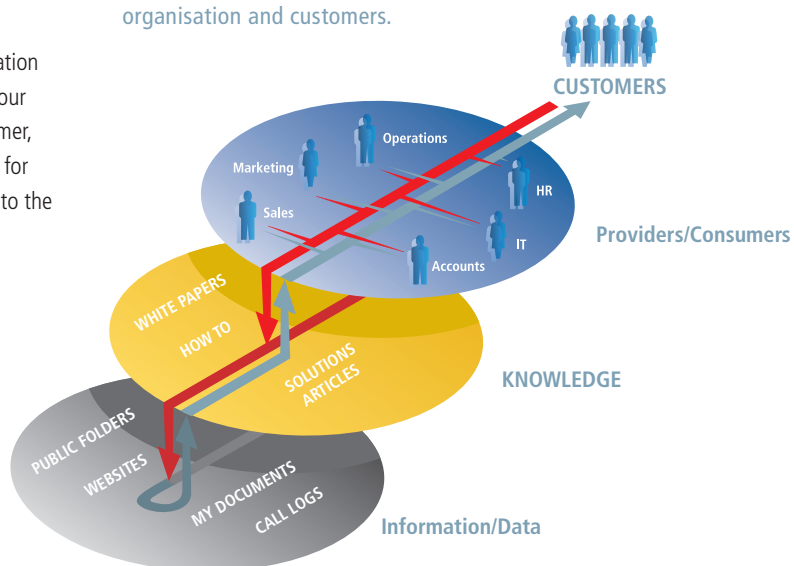
- **Increase Front Line resolution by up to 85%**  
Customers can help themselves, reducing their reliance on the support operation, ensuring they are up and running quicker whilst reducing the cost of supporting them by up to 97%.
- **Provide consistent answers**  
Widespread use of knowledge ensures that the answers given in your support operation are more consistent and up to date. This is crucial in a quick moving technical or legislative environment.

## Reduce Operating Costs

- **Quicker Call Resolution**  
Easily accessible knowledge allows end users to search for solutions themselves, reducing call volumes but also reducing the reliance on highly skilled, expensive support resources.

## The FrontRange Knowledge Management Solution

Identify information across multiple data sources.  
Refine information into meaningful and useful knowledge.  
Share the power of useful knowledge with your organisation and customers.



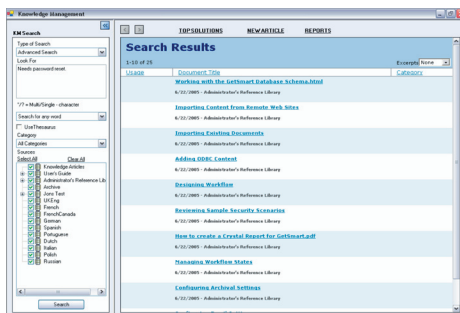


### • Reduced call escalations

Calls traditionally solved at second level cost anywhere between \$35 and \$250. FrontRange Knowledge Management allows front line users to search for previous solutions thereby reducing the number of issues that get escalated. For every 100 calls you resolve this way you reduce operational spend by up to \$25,000

### • Reduced training time

FrontRange Knowledge allows new employees to get up to speed quicker. Teach them how to search and they're working straight away, adding value to your operation



Search your entire organization's knowledge, from one simple to use screen

### How it works

FrontRange Knowledge Management is administered directly from within the Foundation Administrator. Set up different content collections around your business. This process effectively gives you a searchable table of contents for your 'corporate memory.' Content collections can be re-indexed automatically to ensure that your knowledge remains up to date.

Service Desk users access the search capability directly from within FrontRange IT Service Management ensuring you gather the context of the search every time. New solutions can be added in real-time, these can also be automatically tracked through an approval or validation process to ensure accuracy.

End users and customers can access knowledge searching via the web using ITSM Self Service. This allows quick searching for answers but if no answer is found your customer can quickly and easily log their query into your ITSM solution. Users also get the opportunity to 'flag' solutions for accuracy and context, this is paramount to ensure integrity of your knowledge.



### Knowledge integrity

One of the key reasons for failure in Knowledge Management projects is keeping knowledge up to date. FrontRange Knowledge Management overcomes this by allowing any of your current knowledge providers to check files out for editing and when they have finished making changes, articles are checked back in, at this point, the Knowledge Index is automatically refreshed ensuring the business is getting current information in real-time.

### Minimum System Requirements

Please note that requirements vary by implementation. Contact your FrontRange Solutions representative for more information

#### Hardware

- CPU: Pentium III 733 MHz or faster
- System Memory: 512 MB or more
- Hard Disk Space: 500 MB free space

#### Operating System/Software Requirements

Supported Server Operating Systems

- Windows 2000 Server with Service Pack 4
- Windows 2003 Server

Supported Web Servers

- Microsoft Internet Information Services (IIS) 5.0 or later

Supported Databases

- Microsoft SQL Server 2000 with Service Pack 3
- Oracle 9 Release 1 and 2, but with Oracle 9i release 2 client drivers.

Microsoft .NET version 1.1 with Service Pack 1 is required

#### Supported Client OS / Browser

HEAT Plus Knowledge shall support any Operating System that can support the following browsers:

- Self Serve Interface - Internet Explorer 6.0 SP2 or Higher

Call **800.776.7889** to speak to your FrontRange representative today and discover the benefits of Knowledge Management.

[www.frontrange.com](http://www.frontrange.com)

