Information and knowledge is the fuel that drives every organization.

- operational excellence, sales, innovation, service, quality, marketing, image, ...

In a global economy, expertise is the main competitive advantage.

- what do we know, what should we know tomorrow, how to stay ahead, ...

In a world of exploding volumes, JERI is the real challenge for each role/function.

- Just Enough Relevant reliable Information, when and where needed

Access and Re-use of Information and communication determines risk management.

- compliance, early-warning-signals, founded decisions, knowledge risks, ...

More demanding digital customers insist on an instant reliable answer/solution/delivery.

- speed-to-innovate, speed-to-produce, speed-to-deliver, ... social media, ...

Organizational borders are fading away and new types of resources will appear.

- economic resource for hire → face-to-face knowledge transfer
WE SEE THAT WITHOUT INFORMATION/KNOWLEDGE CARE:

- Loss on productivity (average/day/person)
  - 1.5 hours searching and not finding
  - 1.5 hours re-inventing, re-answering, re-solving, ...
  - 5 to 20 euro to handle and classify a document, and 80% is not used
  - Stress due to expanding volume of information and communication

- Low service levels
  - Slow provision of answers
  - Inconsistent answers
  - Low quality of information
  - Information locked in (Big) Data systems

- Vulnerable to risks
  - Non-compliance
  - Loss of knowledge
  - Decisions based on wrong information
  - Not able to spot potential production and delivery risks

- Missing opportunities
  - Business lost to competition
  - Lacking innovation
  - No cross-organizational insights
  - Employees are not informed nor knowledgeable

AND MORE RECENT TRENDS:

Non-routine work requires a new Digital Workplace
- BPM = routine work

Compliance to ISO 9001:2015
- Clause 7.1.6 knowledge management
- Clause 7.2 competence management
- Clause 7.5 information management

Safe Harbor Act of European Commission
- ‘prohibit the transfer of personal data to non-European Union countries’ ‘USA is not a Safe Harbor’
- Information systems of all organizations contain “personal data”
- USA Government and companies see European offices and servers as USA soil
- Office 365, Google Apps, Dropbox, Facebook, LinkedIn, Evernote, iCloud, …
**KM DEFINITIONS**

Collection of processes;
(Securing & re-using knowledge; Development of knowledge)

Deployed by the organization and in favor of the organization
To achieve strategic goals

A multi-disciplined approach to achieving organizational objectives by making the best use of knowledge.

The systematic processes by which knowledge needed for an organization to succeed is created, captured, shared and leveraged.

The art of creating commercial value from intangible assets.

KCM is how a group of people make themselves collectively smarter

While training educates individuals, KM educates the entire organization

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**LESSONS LEARNED DEFINING VISION & APPROACH**

- not all information or knowledge is equally important
  (80% of information is never used)

- focus on end-user
  1. vision/strategy
  2. end-user needs
  3. content quality
  4. processes logistics
  5. supporting technology

- traditional approach with fixed tree structures does not work
  you need virtual dynamic folders (patented)

- not everybody is a knowledge or information expert

- leave the chaos as is
  and add reliability and automatic intelligence

- systems based on relational databases do not help
  organisational context- driven always works (=TiNK method)

- no question to answer, no problem to solve
  no need to secure knowledge

- Knowledge workers need answers and JERI®
  Just Enough Relevant/reliable Information, when and where needed

- maturity of the organisation and conditions for success
  influence results
CONDITIONS FOR SUCCESS

Environment
• Vision and approach
• Freeing up time
• Clear communication
• Benefits for the organisation

Knowledge Worker
• People as productive knowledge suppliers
• Integration in the work environment
• Demonstrating and communicating a clear benefit
• IT support

Organization
• Appointment of a steward and a steering committee
• Inclusion in appraisal interviews of employees
• Dealing with perceived problems
• Guaranteeing employee involvement

Content
• Effective use of statistics
• Determining and communicating a shared meaning
• Re-use of information
• Supporting push/pull
• Quality and maintenance

INFORMATION & KNOWLEDGE SOURCES
How to read questions:

- What is the importance of finding information?
- How good are we in finding information?
EXERCISE: YOUR TOP 3? TODAY? TOMORROW?

... To make documents in 50% less time

... To find immediately trusted answers and solutions

... To be perfectly informed in 50% less time reading

... To have no piles of paper any more

... To classify information and e-mails with no effort

... To find and collaborate immediately with the actual most relevant expert

... To comply to regulations and commitments in 50% less time

... To control and manage your knowledge processes

... To automatically avoid knowledge loss or leakage

... To detect and reduce potential (security) risks

... To make sound decisions

... To innovate, expose and valorise your knowledge

... To know what you know, what is important, or what you should know

ACHIEVING GROWING RESULTS WITH TRUE EMBEDDING

Learn, orientation & options
Assessment defining actions

Value-driven information governance

Most useful user stories (quick wins)

Valorize & grow

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Most useful user stories (quick wins)

**TOP 8 USER STORIES**

- Opslaan/klassen zonder inspanning
- Niet zoeken maar vinden
- Grasduinen met persoonlijke mappen
- Op de hoogte met minder lezen
- Verwerken en 360° overzichten
- Maximaal hergebruiken
- Communiceren en samenwerken
- Bijdragen en gerespecteerd

**Value-driven information governance**

- digital economy driven by information-communication-knowledge

- **Vision & strategy objectives**
- **Current situation (DAA)** the Digital Deficit

- In 7 steps towards a Value-driven information-communication-knowledge Governance

- Enabling organizational policies/roles/embedding
- Enabling ICT architecture/infrastructure

- Value exploitation for co-worker and for the organization/stakeholders
- Business results
CONCLUSIONS

- Combine top-down (organizational) with bottom-up (knowledge worker)
- Urgent top priority of management teams
- Your definitions on KM, value, reliable, ...
- Growing process
- Re-use – not sharing – creates value
- Sources; heads / information / communication ---- internal / external
- Reliability drives ones judgement and thus usage
- Smart machines-driven non-routine Digital WorkPlace
The information and expertise you need in one click

Get smart insights from your information & knowledge eco-system

A new digital user experience with a unique combination of Intelligent Search and Enterprise Content Management, providing the missing link between structured and unstructured information, through contextual and Automated Content Classification & Text Analytics.

Smart, Easy-to-use, Secure

Deliver better service
Upskill your employees
Capture crucial knowledge

Intelligent user-centric technology with a vision/best practice

ACCESS & USAGE of information & expertise is CRITICAL to YOUR business

crucial for
Reducing risks
Improving productivity
Increasing service levels
Operational excellence
Collaboration, Innovation
... and much more

every other system
Put it in and never get it out
Burden to the user with manual classification – long result lists – not integrated – ...

⇒ It is just not happening

empowering users
50% better FINDING
80% more re-use
50% better informed
360° associations on ALL content
enhanced information protection
real embedding in operations
@ zero-effort
& no change to the user

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HANS VAN HEGHE  Founder and CEO Knowliah
Former President Board ie-net vzw (KVIV and VIK)

- Engineer with strong interests in “brain” sciences (psychology, neurology, ...)
- Worked earlier for Texas Instruments, Bekaert (Delaware Computing) Lernout & Hauspie, FICS, Write!
- Is active in the Knowledge Management since 1996, as an expert, as a lector, as an architect, delivering advice and knowledge solutions to over 500 organisations spent +50.000 hours on the subject
- board member of Agoria ICT sector comité
  board member of TeKom Belgium vzw
  former president of PMB vzw
  former board member of Salve Strategi vzw
- Publications:
  + Book “learning to swim in information” (2006)
  + Book “knowledge centric management” (2011)
  + Series of articles and white papers

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What we do

Deliver better service
Resolve insurance claim cases 1 to 1.5 hours faster, having instant 360° views

Make better decisions faster
Analyze and discover 50% faster in Due Diligence during M&A, from 2 months (6 analysts) to 1 month (1 analyst)

Reduce costs and resources
Spend up to 80% less time in classifying, managing and searching for legal information and knowledge

Upskill your employees
Increase the re-use of information and expertise, wherever stored, by more than 50%, making your employees’ life easier, increasing service levels

Increase operational excellence
Anticipate potential risks on construction sites with automated early-warning-sIGNALS, incorporating value-driven information and knowledge governance

Capture crucial knowledge
Learning from Ebola out of millions of emails and reports in 2 months (5 analysts) instead of 1 year (10 analysts)
**Auto-classification & Text analysis**

*Consistent and automatic* attribution of contextual *meta-data* to all documents or e-mail, wherever stored

- Get your documents under control
- Always find fast information & experts
- Create smart insights and 360° views
- Automate workflows and notifications
- Knowledge capture in smart wiki’s
- Maximum re-use in document creation
- Data capture in intelligent data sheets
- Combine with search on external sources

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**… PROVIDING CLEAR BENEFITS**

**Automatically migrate**
your existing legacy to Knowliah

**Save time and resources**
in classifying your documents and e-mail thanks to the automatic and contextual classification via drag&drop, scan (OCR) or save/mail to file with automatic upload

**Always find**
with full text search, smart context filters and text-mining/e-discovery

**Support your decisions & resolve cases faster**
by instantly finding/accessing what you need when you need it, wherever stored, presented in the way you want, seamlessly integrating with your existing applications

**Gain insights**
by organizing the information from different angles, including 360° views, and automated workflows (advanced case management with smart data sheets)

**Professional customer documents**
thanks to more controlled re-use with modular writing and conditional publishing

**Capture & transfer crucial knowledge**
with integrated Expert Locator, result-oriented communities collaboration and integrated wiki-knowledge-objects

**Comply and prevent from risk**
with automatic notifications and log&audit trail

**Grow as you need**
with the modular Knowliah Platform, scaleable through the entire organization:
- on premise;  
- in a European certified cloud (Safe Harbor);  
- integrated in your existing applications (WebAPI)
Strong expertise and focus on the human implementation and change part, which significantly increases chances of a successful information and knowledge management implementation”

Hanns KK. - Research Director

“A wide and rich set of features, all required to become a Digitally Adept Enterprise”

Bianca G. – Research Director

“Conceived and designed as one platform, not a collection of acquired products”

Bianca G. – Research Director