Knowledge Management

How to manage enterprise knowledge

5+1 practical advantages

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MAKE COMPANY BEST-PRACTICES AND PROBLEM SOLVINGS REUSABLE

The first advantage of a good knowledge management system is enhancing the implicit knowledge built through the experience of the workers.

To make the most out of the best practices and problem solving procedures, we need to spread the culture of sharing and offer ways of gathering knowledge. Making them easily accessible to everyone is the best way to avoid wasting time and productivity.

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MAKE THE DECISION-MAKING PROCESSES FAST AND EFFICIENT

As a consequence of the information circulation because of knowledge management, decision-making procedures and processes to carry out any activities within the company will be faster to apply.

No time will be wasted searching for answers and/or in repetitive tickets, but anyone can make decisions independentlyand, according to their role, have free access to all the knowledge they need.

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IMPROVE CUSTOMER SERVICES

A satisfied customer is essential for growing your business. This is why companies should never underestimate the importance of Customer Service, which must have rapid response and efficiency.

The availability of free and simple access to documents, product sheets, price lists and any other type of file, allows to optimize customer service times and costs, offer better services and have more satisfied customers.

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REDUCE THE LOSS OF KNOWLEDGE

Sharing best practices and know-how can represent a competitive advantage for the company. Knowledge dispersion is a risk all those times when an employee leaves or changes roles.

The information has to be shared as much as possible between colleagues, so that it can be easily searched and used.

5

STIMULATE GROWTH AND INNOVATION

Last but not least, establishing a climate of collaboration and sharing encourages the growth of new ideas and spread culture of innovation within the company.

If everyone recognizes their importance and contribution to improving the circulation of knowledge, there will be a greater incentive to share ideas and information. A real circle of productivity.

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IMPLEMENT A PLATFORM THAT MANAGES KNOWLEDGE

Using a software that automatically import the knowledge base, and extracts the answers and documents required at the right time, simplifies the management of business knowledge.

You can easily and quickly search for content, share it with colleagues, ask questions, assign resources, store new documentation.

With immediate access to information it will also be easier to train new staff and encourage everyone, from interns to CEOs, to provide ideas.

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WHO WE ARE

Pigro is a startup that helps people find clear-cut answers inside the ever-growing knowledge bases of their organizations. A natural language interface to access company knowledge, suitable for corporates and institutions. Pigro proprietary technology doesn't require any initial long configuration like nowadays solutions, and can be connected with any repository updating all content every time they change. The system will be trained in just a few seconds without requiring any time-consuming activities by employees, cutting dramatically all maintenance costs.

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