

# Turn information into knowledge *Yes*

Optus and Knosys are working together to help people to connect to information that matters and tools that achieve results.

## Key benefit

- **Better decision making** – allows organisations to better capture, manage and utilise information to improve decision making.
- **Enhanced business processes** – help increase productivity and quality of outcomes by injecting knowledge into complex decision making processes and guiding users by presenting information in a manageable and tiered form.
- **Dynamic business rules and alerts** – enables business rule changes to be rapidly implemented, without redeployment and without retraining. Staff are empowered to respond to dynamic changes within the knowledge platform because it is a trusted information source

Enterprise grade knowledge management, powered by Knosys, helps to deliver better decision making and improved business outcomes, especially for organisations managing complex queries across multiple segments and market places.

The Knosys knowledge management platform enables its users to access information from current and legacy applications from one user interface. This creates a single information experience for users, accessible from any device.

Pioneering methodology indexes and virtualises information across multiple platforms without costly integration or impact on the existing platforms original purpose.

Information is presented with high relevancy to the specific role and/or task, in line with specific business objectives. Information is surrounded with tools relevant to the role, including business process, collaboration and feedback. Third party tools can also be integrated via the open API.

## A powerful user experience

Knowledge deployment is about the specifics of what's to be done, when to do it, what we have learnt and how it will be done differently next time.

Knosys is user experience centric. Its focus is to provide a single and consistent user experience across all information sources, and to make this relevant for the individual user. A suite of powerful and integrated tools is delivered within this user experience, enabling users to take action on the information to create business outcomes.

Key information is delivered to the user's role and business context in the organisation.

- Strategic asset creation
- Converting institutional knowledge
- Improved decision making
- Continual assessment improves outcomes
- Indexes and tags information
- Easy to use modern interface
- Reduced training costs through consistent user experience to common applications



Single source of information



Relevant to the user



Surrounded by tools



### User Interface UI and User Experience

- Built on modern UI engine and framework
- Extend legacy platforms to multi-device.
- Built on best practise UIX processes.
- Designed around optimising the user
- Experience and ease of use for all operations.



### Optimises the delivery of content to specific issues

- Drive continuous improvement and performance.
- Feedback and business improvement of processes and knowledge base.



### Indexing - Meta Knowledge

- Indexes, tags and virtualises the organisations information.
- Searches for specific knowledge across all of the organisations systems.
- Improved productivity through:
  - Reduced training
  - Extended capability sets
  - Faster/improved decision making



### Collaboration tools

- Better decisions are made by connecting the right knowledge with the right people.
- Share, interrogate and update information.
- Real time alerting.
- Create and identify experts.



### Business Process Tools

- Guiding users through complex business processes by presenting information in a tiered and manageable form.



### Integrated Knowledge Base

- In built CMS capability and integration tools for external applications.
- Integration capabilities into key enterprise platforms API and services.

## Industry leading functionality

### Virtual knowledge indexing

Indexes and tags information in the platform and beyond from external and legacy systems as opposed to extracting, organising and storing a new instance of the data.

Searches and presents information from organisation wide repositories.

A light touch technology that is fast to deploy with minimal disruption to existing systems.

### Digital workbench

Knosys becomes the place where work gets done. With key tools to action information provided within Knosys itself, Knosys becomes an information worker's primary user interface. Information feeds and tools from across the organisation are orchestrated according to the user's role all within the familiar Knosys user interface. Inbuilt workflow and notifications enable users to directly action and keep track of tasks and information, without leaving the application.

### Business processes

Wizards facilitate improved decision making by guiding users through complex business processes, and presenting information in a tiered and manageable form.

### Inbuilt measurement tools

Knosys has inbuilt tools for measuring efficiency gains. The Optus Knowledge Management methodology establishes key measures (and measurement methods) at the project outset. These can be periodically used during the project rollout and beyond.

# Helping to **solve** these problems

## For dynamic, complex, and/or highly regulated environments

### Unable to respond quickly to changing market or legislative conditions?

- Your staff can provide feedback within Knosys to the people who need to know about changed operating conditions.
- When information or business processes need modification, or entirely new information / processes need to be created, these can be rapidly published in Knosys, then broadcast to those that need to know via alerts.

### High training costs?

- Knosys provides organisations the ability to create a single and highly trusted information source. The flow on effect is that staff do not need to learn multiple systems, and can be more empowered to act on presented information.
- All information and tools presented in Knosys are done so in a consistent manner, regardless of underlying source systems. This is much easier than learning multiple systems for the same outcome.
- The Knosys user interface is familiar to the majority of users, adopting similar design to social media and digital publishing sites.

### Domain knowledge reliant and limited to specialised teams?

- Knosys delivers actionable information to more staff. This enables staff to perform more functions and respond to more customer queries, without the need to always call on SMEs.

## When Knowledge Management is considered too much effort or too disruptive to implement

### Have you considered the time wasted searching for the right information (intranet, internet, email, IM, line of business systems, file systems, phone calls, meetings, hard copy)?

- Knosys becomes the front door for all information searching.
- Presented information is highly moderated, and extraneous information is filtered, building trust in the system.
- Any missing, out-dated and incorrect information is quickly resolved via the Knosys crowdsourced feedback capability.

## When usability of IT systems is hampering productivity

### Unable to replace or upgrade mainstay systems?

- Knosys is designed to sit over the top of existing systems, providing a single UI and information experience that is pleasing to use.
- Efficiencies are enabled by providing staff with an aggregated view of the information that matters.

### Business processes extend across IT systems, making it cumbersome for staff to complete key tasks?

- Knosys orchestrates business processes across siloed systems. This means that staff can complete key end-to-end processes, without leaving the Knosys user interface.

### Mobile workforce, and therefore need everything mobile?

- Knosys supports three screen types (smartphone, tablet, desktop) and is fully featured across these form factors.
- Integrating existing systems with Knosys extends a mobility capability to those systems that they may not already have it.

### Need important information always at your fingertips?

- Knosys provides role-based dashboards providing key summary and trending data for documents, business processes, feedback, and searches. Extra widgets can be added via the Knosys API.

### Is important information in multiple systems: too much effort to move it / concerns about lost context?

- The Knosys approach to Knowledge Management realises that much content needs to rightfully reside in its governing IT system, and that 'shift and lift' to a central repository can introduce context and provenance issues.
- Light touch integration methods preserve established separation of concerns, while enabling the desired 'single source' of knowledge.
- The Knosys Admin site keeps track of information that resides in external systems, reporting broken links, updates and feedback – no specialist IT knowledge is required – Knosys can be managed directly by information managers/owners.

## Flexible solutions to suit your business

### On Premise Solution

Installed on your infrastructure - complete or partially installed. Deployed on your network and infrastructure, integrated into your network with external application API access.

### On Demand Solution

Software as a Service (SaaS) hosted on the Optus Managed Cloud platform - a fast, reliable, and secure cloud solution that is scalable and is automatically updated for you. Includes support and maintenance contracts and simplifies operating cost through Opex expenditure model.

### Ready to unlock business results by providing your people with the information that matters?

Optus Business has extensive experience as a systems integrator across ICT infrastructure. We have personnel trained to work on the Knosys platform, ready to help you navigate to better business outcomes by connecting your people to the information and tools they need to make a difference.

