

enabler^{4BIZ} Knowledge Management

The enabler^{4BIZ} Knowledge Management offers the possibility to record and communicate any type of knowledge, information, experience or customer-related communication in the form of database entries regarding specific issues – if wished, also process-related. From the knowledge entries, measures can be derived directly and their implementation can be tracked/monitored. All processes are documented fully and evaluation via statistics is possible.

> Entries: Records found: 8 Temporary Storage: 0

Activity	Topic	Employee	E-Mail Adresse	Position:	Executive	Mitarbeiter-ID	Number	Job Titel
OK	IT	Wohlmann, Matthias (mwohlmann)	matthias.wohlmann@lo...	Leitung	Mann, Muster (mmann)	23	10218	
No Activities	Kundenservice	Jevtic, Bojana (bjevtic)	bojana.jevtic@logic4...	Leitung	Mann, Muster (mmann)	18	10219	Marketing Assistant
No Activities	Marketing	Friedl, Franz (al)	support@logic4biz.co...	Leitung	Mann, Muster (mmann)	29	10221	Leitung Marketing
OK	Vertrieb	Fasol, Peter (pfa)	peter.fasol@logic4bi...	Leitung	Mann, Muster (mmann)	38	10222	Sales Manager
No Activities	Marketing	Wohlmann, Peter (mw)	support@logic4biz.co...	Mitarbeiter	Friedl, Franz (al)	14	10223	Marketing Assistant
No Activities	Buchhaltung	Peganz, Max (us)	support@logic4biz.co...	Mitarbeiter	Mann, Muster (mmann)	226	10224	Controller
No Activities	Backoffice	Mann, Muster (mmann)	support@logic4biz.co...	Mitarbeiter	Fasol, Peter (pfa)	20	10225	
No Activities	IT	Wohlmann, Peter (mw)	support@logic4biz.co...	Hilfskraft	Mann, Muster (mmann)	568	109091	

Freely definable contents

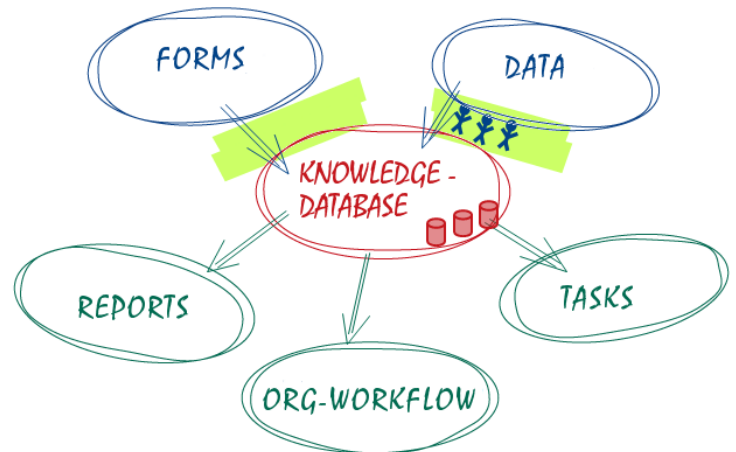
- ▶ Possibility for integration of any knowledge or subject area (see examples on the back)
- ▶ Collection of freely definable information to any entry (e.g. texts, dates, responsible people, controlled or uncontrolled documents, selection fields, pictures or photos, etc.)
- ▶ Free definition of mandatory fields
- ▶ Extension possible anytime
- ▶ Restrictions regarding editing possibilities of fields of already saved entries
- ▶ Flexible search on the basis of freely selectable search fields

Connecting knowledge content

- ▶ Easy linking of data records from different knowledge databases
- ▶ Clear tree representation (incl. task statuses)
- ▶ Display of existing as well as creation of new knowledge entries directly from the tree representation
- ▶ Direct access to existing measures as well as creation of new measures from the tree representation

Easy use

- ▶ Recording new entries via web forms
- ▶ Intuitive administration for responsible persons
- ▶ Archiving entries



Continuous communication and documentation

- ▶ Integration into the process-oriented management system (access via the process model)
- ▶ Automatic notification mechanisms
- ▶ Comprehensive evaluation and statistics possibilities with the help of the module enabler^{4BIZ} Reporting and Key Figures
- ▶ Full integration into the other enabler^{4BIZ} modules (e.g. (Quality) Management System, Industry Solution Consulting, Workflow Solution, etc.)
- ▶ Direct link to the interactive tracking of measures of the enabler^{4BIZ} incl. e-mail notification and reminder function

enabler^{4BIZ} Knowledge Management

- ▶ Full integration of various knowledge and subject areas
- ▶ Customizable entries
- ▶ Measuring of effectiveness and possibilities for evaluation

ONLINE-
DEMO SYSTEM:
<http://www.enabler.info>

Application possibilities

We have already implemented the following selection of solutions with the help of the enabler^{4BIZ} Knowledge Management together with our customers:

- ▶ **Knowledge Database**
Easy implementation, easy recording, easy search and evaluation: the use of the Knowledge Management as a simple knowledge database maintains company know-how.
- ▶ **CMDB according to ISO 20000**
With the help of the "Configuration Management Database", all elements of the IT landscape are documented. Incidents during operation are recorded via a knowledge database and assigned to the affected IT element. With the help of measures, the problem solution is tracked and documented.
- ▶ **Customer Database**
With the help of the enabler^{4BIZ} Knowledge Management, a customer database was implemented for the administration of people in need of social or medical care. Besides the person master data, in the form of electronic files, information about medical diagnoses and medication, education as well as accommodation is saved. The detailed authorization concept of the enabler^{4BIZ} ensures that only authorized people have access to sensitive data.
- ▶ **Audit Database**
With the help of the enabler^{4BIZ} Knowledge Management, the audit program of our customer is created and maintained. Every audit is assigned to a responsible auditor and audited person and a date is defined. The results of the audit are saved along with the audit report for each respective audit and are made transparent for the entire company. Deviations and recommendation are assigned to a responsible person for implementation with the help of the measures module and are monitored/tracked.

- ▶ **Standards Database**
With the help of the Standards Database, all available standards of the company are saved in a central location and are easily accessible for all employees. Besides the short description as well as direct access to the standards, every system user can here find the responsible internal point of contact that is also responsible for the regular check of the up-to-dateness of the norm via the measures module.
- ▶ **Depiction of annex directories and substance directories according to ISO 14000, implementation of a notification database**
also see enabler^{4BIZ} Compliance Management System

> CM Hardware Superadmin

Type	Short summary	Acquisition date	Titel	Supplier	Archive	New
Server					<input type="checkbox"/>	<input type="checkbox"/>

Number: CM Software: CM Kategorien:

> Entries: Records found: 15 Temporary Storage: 0

Type	Short summary	Acquisition date	Titel	Supplier	Attachments	Number	CM Software	CM Kategorien
Server	Backup	26/04/2004	SAX	Standard		10314		Server
Server	BLAU - virtuell	14/09/2001	HP Ne	Standard		10315		Server