



In a knowledge economy are you making the best use of your organisation's intellectual capital?

With **editas** you will be

editas enables organisations to address
these **common problems...**

- **The right expertise is hard to find:**
Organisational and geographical barriers make it difficult for colleagues to find the expertise and information they need to solve important problems. People working away from their desk experience additional problems finding the right information.
- **Time is wasted re-inventing the wheel:**
Previous solutions are not captured, meaning colleagues struggle with issues that they suspect or know have already been solved by others. How much time gets wasted by your staff being asked the same questions by lots of different people? You know lots of things that are useful to your colleagues, and they know stuff that is useful for you. Isn't it a pity that this knowledge isn't easily accessible to you?
- **Too much knowledge is in peoples' heads:**
How much of your organisation's capital is squirreled away in peoples' heads? Great if you know who to ask but not if you don't, particularly for new staff or staff working in remote offices, on the move or from home. Editas helps you capture this 'tacit' knowledge and make it explicit and accessible to all. Best of all, it does so in response to real needs and queries, rather than building a confusing mass of information that is not required.
- **Information is not accessible in one place:**
Numerous document management systems, file sharing systems and other databases require employees to waste time and energy searching application after application to find the information they need. People end up using the wrong or out-of-date versions of key documents.
- **Documenting activity is difficult:**
There is little motivation to go through cumbersome processes for keeping colleagues aware of new approaches and lessons learned.

These frustrations lead to reduced productivity, increased re-work and stunted innovation, and all too often to complaints, poor publicity and poor ratings in assessment exercises.

...with one comprehensive solution

- **Connecting people**
Using a standard email application, *editas* connects staff and partners with those of their colleagues who have the expertise they need.
- **Distributing knowledge**
The resulting shared expertise, knowledge & experience creates solutions that *editas* captures in a searchable knowledge base that becomes a dynamic resource available to all your staff, now and in the future.
- **Providing a single point of access**
All the resources - documents, people and solutions - that your employees need to do their jobs more effectively are available through just one, integrated facility: *editas*.
- **Fostering collaboration & innovation**
editas creates the opportunity for dialogue and interaction unhindered by the conventional limitations of the office environment or even geographical location. Innovative solutions and insights can be captured, distributed and commented upon, building a foundation for all users.
- **Increasing productivity**
It's simple for staff to find the information they need, reducing the time spent answering questions, and access to consistent, accurate information leads to consistent, accurate results.
- **Reducing operating costs**
With *editas* deflecting the large volume of information requests that would otherwise entail telephone and email exchanges, valuable time is freed up, staff can be more efficient, training lead time is reduced.

www.editas.co.uk

enabling
online
communities

editas



Mobilising your organisation's greatest asset - the **knowledge and experience** of its people - is now a practical reality.

Imagine: a single facility that places all your organisation's information resources at your fingertips

epoc Knowledge Base interface showing search and navigation options. The interface includes a search bar, a 'Browse by Category' dropdown menu, and a list of popular questions. The right screenshot shows search results for 'Finance', including a section for the 'Learner Support Fund' with a list of questions and answers.

Clearly structured, with intuitive ease-of-use, *editas* seamlessly integrates into your employees' and colleagues' working practice, while empowering them to collaborate and share their knowledge, insight and experience. This interaction dynamically grows the information captured by the knowledge base, which then becomes a resource for users across the entire network. The system interface is easily re-branded to reflect your organisation's corporate identity.

Tangible improvements, quantifiable benefits

Providing Immediate Answers

editas empowers your colleagues by providing immediate access to the information they require, via a web browser, from anywhere and at any time. They can search for specific information or browse the knowledge base for available content. The knowledge base presents answers generated by and in response to prior colleague information requests, as well as answers to related questions. (Sensitive information can be protected with different levels of user privileges, so that certain menu items and screens are only visible to authorized people.)

Improving Support Staff Efficiency

By providing immediate answers, the knowledge base reduces the time taken to answer colleagues' questions. As a result, your staff will be able to work as a more efficient and cohesive team.

Reducing Operational Costs

By deflecting a large volume of information requests that would otherwise result in telephone calls and email requests, *editas* can reduce operating costs: a recent review of one implementation estimated savings of £60,000 in staff time in one year!

Reducing Training Costs

editas minimises the hands-on training required to bring new staff up-to-speed. A quick search of the knowledge base allows them to source a correct, concise, consistent answer to their questions; decreasing the learning curve typically experienced by new employees or colleagues.

Reduced Work Stress

editas puts all the necessary information at your fingertips and removes the stress of trying to find out where else it may be located or even if it exists. You'll soon see improved morale as colleagues are free to focus on new, challenging issues.



editas is a web-based solution that supports collaborative working across networks of geographically dispersed professionals. It allows fellow network members to access and share knowledge via two main channels: a secure web-site with built-in knowledge base; and an email tool that enables them to send queries directly to all members of their community.

editas is a proven, low-cost, technically straightforward solution: its development was driven by practitioners, rather than software engineers. Unlike complex, technology-heavy knowledge management solutions, it integrates easily into normal working practice and requires no complex skills. It greatly simplifies knowledge sharing, leading to increased efficiency, a reduction in error rates and creates significant cost savings across the network.

Minimising Escalation of Issues

Your knowledge base will provide your colleagues with the ability to handle many issues without the need to escalate to a second or third tier.

Gaining Insight into your Colleagues' Information Needs

Complete with reporting capability, *editas* provides insight into your colleagues' use of your knowledge base and therefore their information requirements. At the same time you are alerted to incoming enquiries which helps you identify gaps in your colleagues' knowledge. If a question is asked that isn't already in the knowledge base, it is flagged up for inclusion. Once the answer is edited and approved to your satisfaction, it is immediately available for publication. The new article can then be linked to existing knowledge base content.

Sharing and Re-using Information

editas provides a complete system for the sharing and re-use of your organisation's knowledge. Allow your colleagues to contribute their valuable expertise and share this information throughout the organisation, using *editas*' centralised knowledge base.

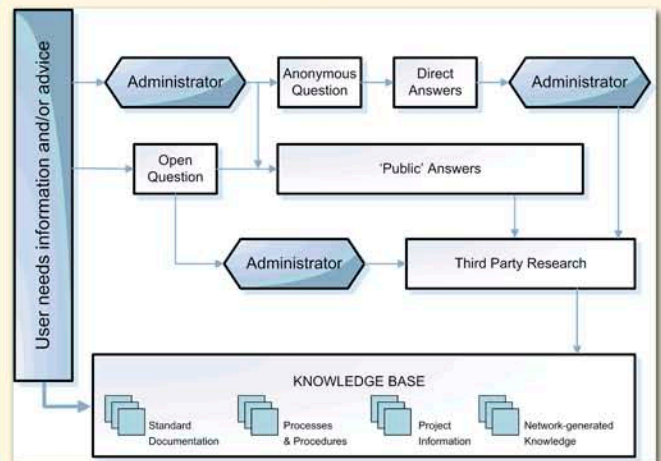
Encouraging Active Participation

Many knowledge-sharing systems rely on individuals being happy to ask or answer questions openly. However, it's a fact of human nature that some individuals will lack confidence and not want to expose their 'ignorance'; similarly others will not want to make suggestions openly. *editas* provides a mechanism for individuals to ask or respond to questions anonymously and also to capture responses that are not sent to the whole user base.

Improving Consistency

By providing easy access to knowledge and information, you will streamline your efforts to maximise your effectiveness, reduce hold-ups and build a better service for your end-users.

The *editas* knowledge base



Interactions between your colleagues drive the knowledge base content and structure. *editas* uses a sophisticated yet simple system for publishing information and managing documentation, bringing instant value to your organisation. The knowledge base captures and presents useful, relevant information to both your colleagues and your partners.

The knowledge base 'articles' are the heart of the application. Each article is a complete solution to a colleague query. Articles can be created online using our content creation and editing system, allowing your authors to spell-check content, insert images or links to other articles, attach documents, and much more!

Previously created documents can be attached to knowledge items and downloaded by users.

Content can be cut and pasted into other applications.

Email friendly! Integrates easily into everyday work practices using the universal standard of email.

Print friendly: articles are formatted for printing right from the browser.

Articles can be bookmarked for quick future reference.

Article notification – email notification issued when articles are updated or new ones added.

User comments can help colleagues determine article relevance and usefulness.

Articles can be associated with other related items and web links.

editas makes it possible for organisations to create, manage and distribute knowledge both within and across organisational boundaries.



The *editas* package

support inform share

editas will provide:

Website

A website, accessible at any time, through which your network of colleagues and partners is able to read relevant news items, search a knowledge base of information specific to your activities and access your documentation. The website will be configured to suit your requirements and will be branded to suit your corporate identity.

Content management tools

Straightforward content management tools are provided to enable your nominated administrators to add new topics to the knowledge base, build new pages, and administer shared documentation. These tools provide advanced features but are sufficiently simple that any individual with basic IT and word processing skills will be able to administer the site.

Email server

An integrated email server is provided to enable any member of the network to send a request for help to all the other network members. This uses standard email and does not necessitate users logging onto the website. As a result it integrates easily into normal working patterns rather than disrupting workflows. Responses are received either publicly via the email list or privately to the enquirer and the results can be collated into the knowledge base for future reference. These email communications can be moderated by your administrator or by an *editas* team member, depending on your preferences.

All software resides on our servers. It is not necessary for you or your network members to install any new software in order to use the system. All functions can be accessed with a standard browser or standard email software.

Hosting & Security

editas is hosted on our own servers at a secure data centre located in the South West. All servers have redundant connections to the Internet to provide the high availability that our customers require. We monitor both the servers and the network supporting them on a 24x7 basis to ensure that the *editas* service is always responsive when you need it.

All data is stored on mirrored disks and is backed up to another location nightly. Suitable documentation can be provided on request for those customers that need to demonstrate BS7799 security compliance.

Access to your knowledge base is fully password protected and we can configure up to 4 levels of user privileges, allowing you to differentiate within your network to allow for different roles and responsibilities. SSL encryption is available if required.

Training & Support

editas is fully supported through a technical helpdesk. Training and familiarisation with the system is provided as part of the implementation process.

Training will be provided to key users to allow your facility to be updated and managed. This will include the use of the site's administrative interface for creating new areas and uploading data and documents. Training is provided on the use of all relevant site features

An administration manual accompanies the initial training.

The website includes comprehensive help files to assist all users to make effective use of the facility.

You will provide:

A Champion

Our experience indicates that the implementation of any knowledge sharing practice or system is much more successful if it is supported by a management or network champion.

An administrator

An individual with basic IT skills (word processing and use of a web-browser) who will have responsibility for the administration of the website and the knowledge base. (Note that it is not necessary for this person to have any web page creation expertise as all content can be managed through a simple system akin to word processing.)

A moderator (optional)

This optional role will be carried out by an individual who understands your area of activities and who can oversee email exchanges to ensure that they do not become too flippant or abusive. However, this is not an essential role, because the *editas* system will allow un-moderated messages and, in our experience, professional networks rarely require this function. The moderator can be the same person as the administrator.

Shared data

All networks have material that needs to be shared amongst members. For example, background papers, administrative processes, document templates, forms, web-links etc. Identifying this information early in the installation means that it can be loaded into the knowledge base, making the system instantly of value to your members

To explore the potential of *editas* in more detail or see a demonstration, please contact:

Dick Willis, CNR Ltd
07976 288312
email: dwillis@cnr.co.uk

www.editas.co.uk

The logo for editas, featuring the word "editas" in a lowercase, sans-serif font. The letters are white and set against a dark grey rectangular background. A yellow vertical bar is positioned to the right of the grey rectangle.