

# Knowledge management system



A definitive guide to  
positive **employee**  
**experience**

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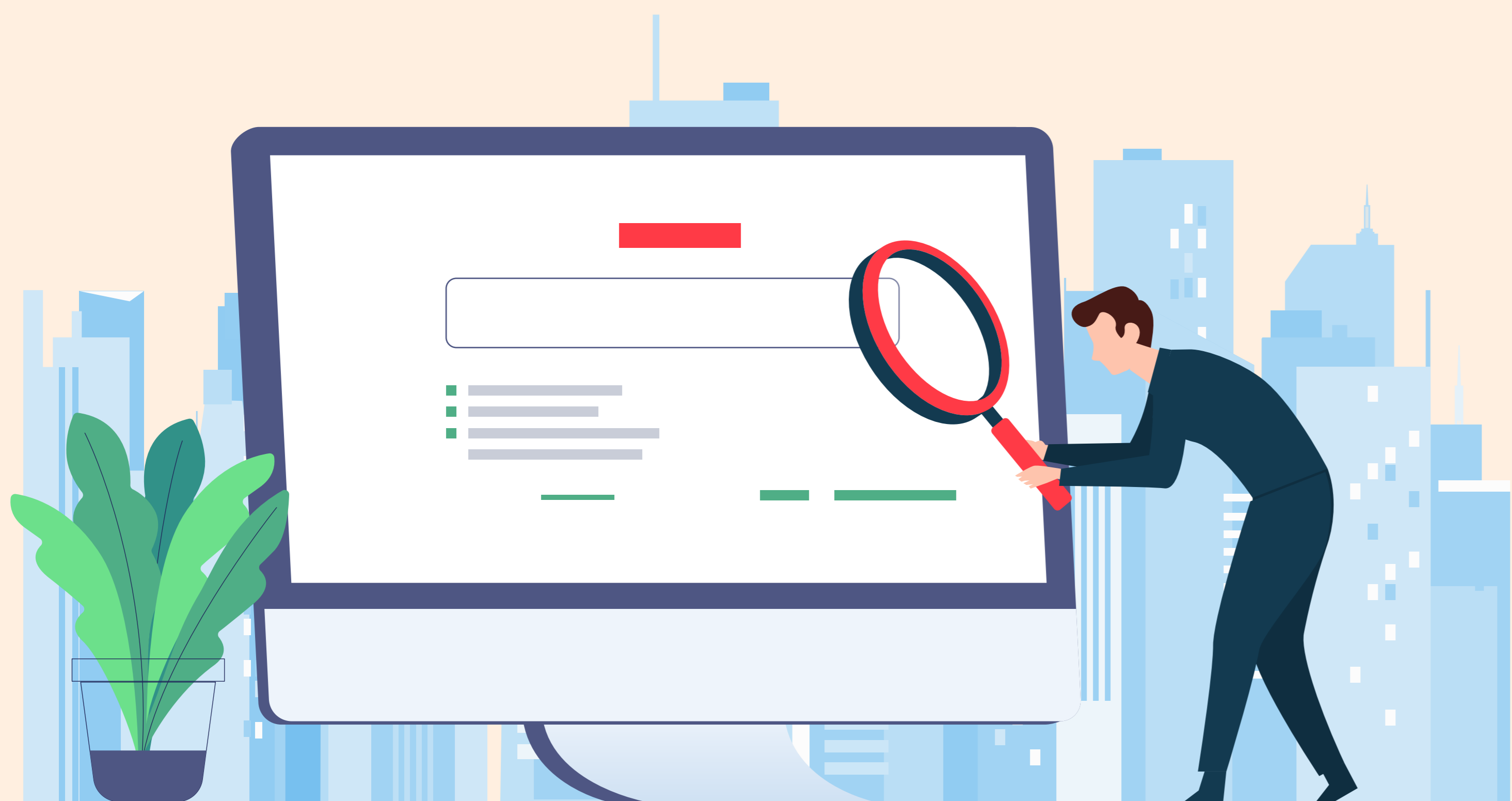
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# HYBRID WORKPLACE- THE NEW FUTURE OF WORK

Gone are the days of office cubicles, in-person meetings, team lunches where knowledge sharing happened the most. Employee collaboration in one form was done primarily on-site, and working remotely was a rare event. However, the pandemic has shifted work patterns drastically and forced global tech giants to adapt to digital workspaces.

The hybrid workplace pattern will continue to exist even after the pandemic restrictions recede. It allows the employees to keep up the flexibility while keeping the workplace aspects. Companies that have adopted a hybrid working environment must now figure out how to provide their remote staff with the tools and support they require to be productive, engaged, and satisfied.

As the coin has two sides, a similarly hybrid workplace offers flexibility and possess a slew of challenges too. Employees feel disengaged and feel left out due to lack of proper communication tools and applications. Trying to access the relevant information is a tough job while working remote.



## 19%

As per the study conducted found that employees spend 19% of the time in searching and gathering information. – By McKinsey

There is a dreaded silo problem, organization's data and information needs to be properly structured to ensure a great employee experience and effective digital workplace.

**Easy information** discoverability and smooth knowledge transfer is much needed for the employees to ensure productive workplace. This is where knowledge management system steps in.

# WHAT IS A KNOWLEDGE MANAGEMENT SYSTEM

Knowledge is power and it is crucial for every business to succeed. Organizational knowledge allows for a greater understanding of knowledge requirements. It maintains a sound quality of high-quality results and encourages long-term growth.

Companies should implement systems and procedures to collect data from all its departments, locations, shop floors, and units. When relevant people across the business have access to precise and trustworthy information, it increases communication and cooperation across departments and locations, and they can evaluate the data to make educated choices.

Before delving deep into the Knowledge Management System (KMS), let us know about Data Management System (DMS).

DMS is a platform where all the organizational data is dumped into paperless form. It focuses on storing and managing the company data to locate and access them when needed, thereby helping you quickly find information and derive insights from it.

## So, what is a knowledge management system?

Knowledge management has a broader scope that go beyond data management system.

It is a combination of assets, activities, and technologies – when they are combined enable a company to access, govern and share knowledge with their employees.

Capturing, sharing, and efficiently utilizing knowledge are the important factor of having an effective knowledge management system.

### Capturing

encompasses both the creation and storage of knowledge. It is the most fundamental and basic level in the knowledge management process.

### Sharing

indicates how knowledge is distributed within the company. A strong knowledge sharing systems assist businesses in making information available to all employees, repurposing acquired knowledge and skills, preventing organizations and teams from repeating mistakes, and devoting more resources to discovering practical solutions.

The most important stage of the knowledge management process is **effectively utilizing knowledge** to create better business decisions, as this is the main advantage of knowledge management



# Importance of Knowledge Management System

Knowledge is the centre of every choice made within your organization. Your company's information is essential for product development, service enhancement, employee and customer engagement, and your organization's overall running.

The next step is to make sure that the knowledge available is distributed to make an effective digital workplace. Here's how knowledge management system comes into play :

Keep your knowledge structured, organized and easily accessible

Standardizing information across the organization

Accessible and well-organized training materials

Save your employees time, who would waste hours in searching for information, and their manager's time in repeating and explaining the same information over and over again

## Types of Knowledge Management System

There are two types of knowledge defined in the business: Tacit Knowledge and Explicit Knowledge

1

### Tacit Knowledge

This knowledge refers to the information, skills, and talents that an individual acquires through experience but finds it difficult to express or communicate to others.

Tacit knowledge is never documented, neither pointed out nor discussed

2

### Explicit Knowledge

Knowledge that can be processed, stored, structured, and interpreted is the explicit knowledge. This kind of knowledge is available in formats such as books, manuals, informative videos, and much more

# THE POWERFUL FEATURES OF KMS YOU SHOULD LOOK FOR

## Smart Search

According to McKinsey, an average employee spends roughly 19% of their day looking for and accumulating information. Eventually, they get distracted from their daily work chores and collaboration activities. This is the prime reason why most companies go for a KMS. It enhances employee productivity by minimizing the amount of time workers spend looking for information.

Like Google, Knowledge management systems allow employees to locate what they're looking for with much ease, even if they aren't aware of the content's title and tags. A system that indexes all the organizational content available in any format enables easy search. Your KMS should consider many factors, for instance—how frequently a keyword is used and where exactly it appears on the page.

Every department in your company benefits from a powerful internal search engine., For example: the Management team will be able to find the market-related docs, statistics, research, and more to make informed decisions; a new onboard will be able to go through training documents, materials, and so on, increasing employee experience making it an effective digital workplace.

## Enhanced analytics

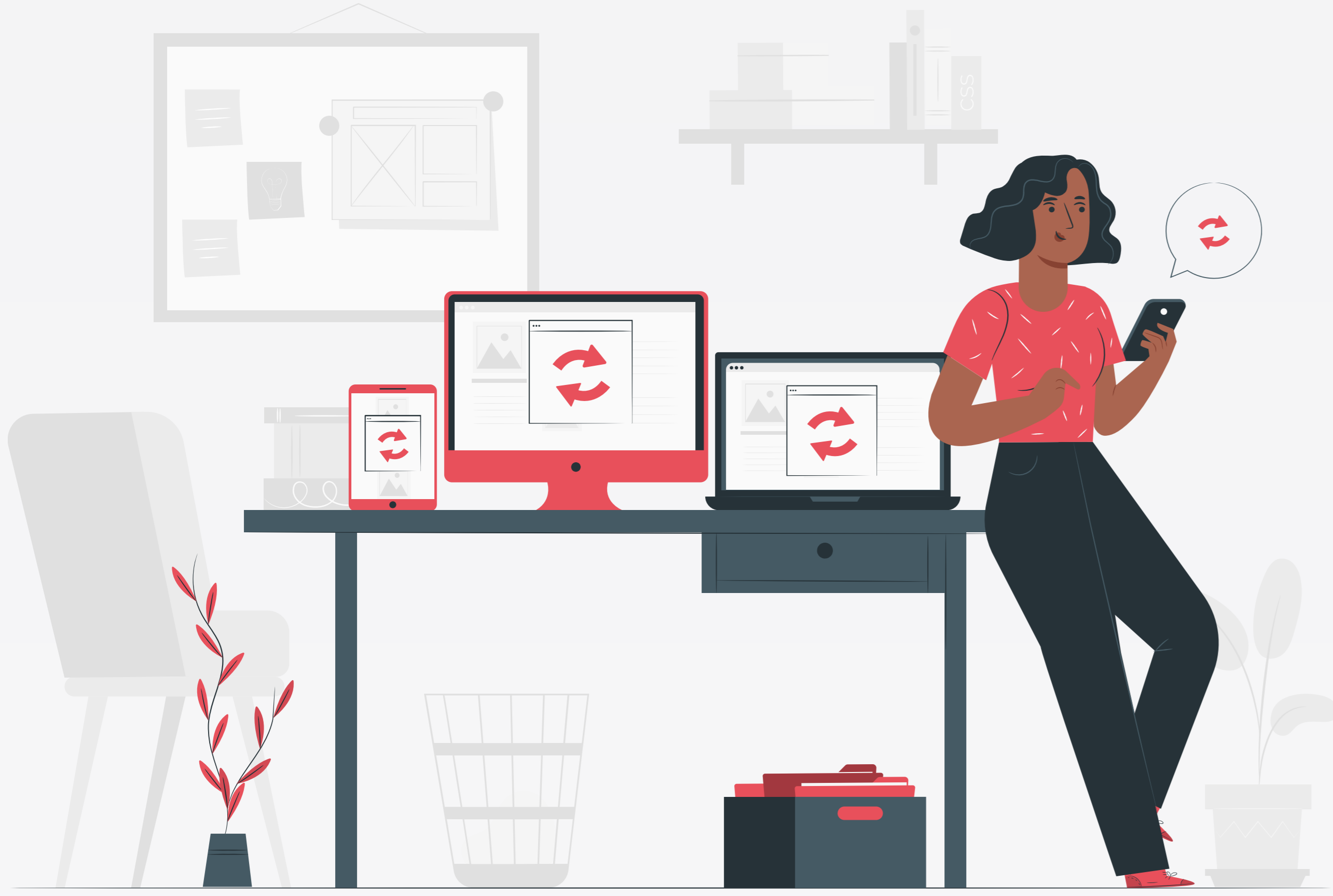
Do you want to know the most often asked questions from your employees? Which bits of material help employees boost their productivity and work quality? Which staff are actively working together and sharing their knowledge? Leaders may use simple analytics to answer these questions and improve their knowledge management system. Analyzing the most search keywords and their frequency may assist management figure out what their employees are looking for the most and whether new material is needed to better satisfy their needs.

The analytics will help department and team leaders identify which members of their teams have watched and engaged with the knowledge being shared on the platform. Ensuring access to the right knowledge at the right time leads to great productive workplace



# Access knowledge using any device

In the hybrid work culture, employees tend to work on phones and access knowledge to complete their jobs. As per [reports](#), the average American spends more than five hours every day on their smartphones.



Employees should explore and digest information effortlessly regardless of the device with a strong knowledge management system that supports all the devices. As "work from anywhere" rules become more widespread in various industries, this feature will become even more significant, and it will be critical in businesses where frontline workers need to access company information on the go. This will ensure a great employee experience in a productive digital workplace.

## Single Window View

Your team members most likely be working with set of tools every day. Those may vary from file storage drives and CRM's to messaging platforms. The best knowledge management system will work with the platforms your team already uses, allowing them to access information while they're working.

It allows teams to access knowledge without switching apps, enhancing employee experience and improving employee productivity. As per a [study](#), it takes around 23minutes, 15seconds to get back to the task after being distracted, and there will be significant time savings with KMS. Employees across the organization will be able to search for and share knowledge content directly in apps like Microsoft Teams, Slack, etc.

## Security and Governance



Securing knowledge has become very crucial to protect the valuable knowledge assets. Knowledge shared can be secured by limiting the access to specific individuals. Also, the edits made to the document should be governed easily. Knowledge workers need to track the changes being done and manage document access to prevent data loss.

# HOW TO BUILD AN EFFECTIVE AND PRODUCTIVE KNOWLEDGE MANAGEMENT SYSTEM

To have an effective KMS, information needs to go through 4 stages: Discover, Capture, Share and Implement



## Discover

Knowledge must be discovered before it can be applied. The development of knowledge from raw data is called as knowledge discovery. Raw data must be refined to yield valuable information, which must be then analyzed and processed into knowledge.

Surveys, questionnaires, individual and group interviews, etc., are all methods for gaining knowledge.



## Capture

Knowledge capture is the process of extracting knowledge from people, research, facts, organizational data.

Tacit knowledge is captured from individuals through documentation, verbalization and sharing them. Knowledge is being captured and made sure it is available to the employees when needed.



## Share

After significant amount of tacit and explicit knowledge been gathered, it is time to share information. Sharing the knowledge will double up the value of it

As a result, knowledge sharing is defined as the practice of making relevant explicit or tacit information available to the appropriate individuals at the appropriate time. Businesses can benefit from knowledge sharing since it improves team collaboration

Organizations, nowadays have a shared environment where team members can collaborate and contribute to efficiently manage knowledge sharing.



## Implement

The final stage, where information has been discovered, captured, and shared must be put to use in the business. If this application or implementation is ineffective, all knowledge management efforts would be futile

Knowledge application is the process of putting knowledge into practice in order to make better decisions, enhance processes, and solve business challenges. To make important business decisions, the knowledge pieces are used



# HOW KMS IS HELPFUL FOR HYBRID WORKFORCE

A healthy hybrid work environment should provide an opportunity for creativity and flexibility to the employees. Organizational leaders must come forward to establish a KMS for the hybrid workforce for a great employee experience

Knowledge management system enables the hybrid workforce to easily find the knowledge when and wherever required. Since everybody is scattered due to the new work culture, information which was earlier passed hand-to-hand among the employees is now can be shared digitally. It not only lets the staff to use Knowledge base but want them to get onboard with sharing new information.



Incorporating a strong KMS with advanced features will provide flexibility and productivity benefits of hybrid workforce. It will prevent the workforce from feeling disconnected and shunned from the organization and moreover, employees get motivated to share, connect and engage with their colleagues



# ACUVATE KMS- HOW IT CAN BE RIGHT FIT FOR YOU



At Acuvate, we enable our customers to have the best Knowledge management system that elevates their research and share knowledge with Mesh 3.0- an employee experience platform.

Mesh delivers AI- powered knowledge tools encapsulated by Microsoft's Azure cognitive services to organize unstructured information, retrieves valuable research data, and enables seamless knowledge transfer.

It is packed with advanced features that drives it to be a perfect to cater to the needs of hybrid workforce. Let's dive into some of the features of Acuvate KMS

## App integrations without any limitation

Build a knowledge repository of all your unstructured data, research, information from the apps in one place for easy knowledge discoverability. Also, AI-powered KMS lets you access knowledge from the integrated apps itself avoiding context switching.

## Automated tagging with AI-powered knowledge mining

Manually tagging the content can be very costly at times. Our KMS powered with AI helps in analyzing unstructured data, automate content tagging, and discovers patterns in the information that is being used by the employees to deliver the most relevant information.



# Easy information discoverability with cognitive search technology

Our KMS uses cognitive search engine that helps in delivering personalized employee experiences. It gives recommendations, displays content, multimedia and multilingual search based on the employee activities like search patterns, locations etc.

Discovering and sharing knowledge is one thing, but what if the knowledge you want to access for your daily work activities finds you? Isn't that sound cool?

To know more about Mesh 3.0 and Acuvate's Knowledge Management System [feel free to reach one of our consultants.](#)

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