

Knowledge Manager

In any organization today, effective management of information remains a key ingredient of productivity. Most of this information resides in emails exchanged by employees and customers and with each other, and in the many electronic documents that daily pass through the organization. Converting this raw information into knowledge for your employees is the key to success today.

Knowledge Manager enables you to put your finger on the right piece of information, from anywhere, and be able to find all related information in a manner of seconds.

Workstream's Knowledge Manager is an innovative product that manages all information gateways in your organization. It 'watches' information flowing in and out, such as through emails, and automatically stores all information in a searchable format, in its data repository. It can also link disparate information into sets, these links then become the basis of 'knowledge.'

All information in the repository is searchable by keywords, through a simple to use web browser interface.

The Knowledge Manager has the following features:

- Ability to attach to your email server (such as Microsoft Exchange) and capture all incoming or outgoing email, plus attachments in a searchable, versioned store.
- Ability to 'watch' shared folders on any network drive, and store versioned copies of all documents according to user, date, or any other criteria.
- Keep all documents in a versioned state - and log any changes made in an audit trail. See earlier unchanged versions of the documents.
- Automatically classify all information into different categories, and allow you to see what else is in a category.
- Search document by content - regardless of type. Knowledge Manager will find a keyword in Microsoft Word, Excel, PowerPoint documents, Adobe PDF documents, plain text and HTML.
- Full password based access (which can be configured to work from your organization's central password site). Restrict who can access what document. For example, stop everyone from accessing the CEO's emails.
- Complete web based access - search documents, download, upload or see version history from anywhere through any web browser. Re-organize documents in the repository into your own sets - such as by customer account, marketing activity or any other business case.

