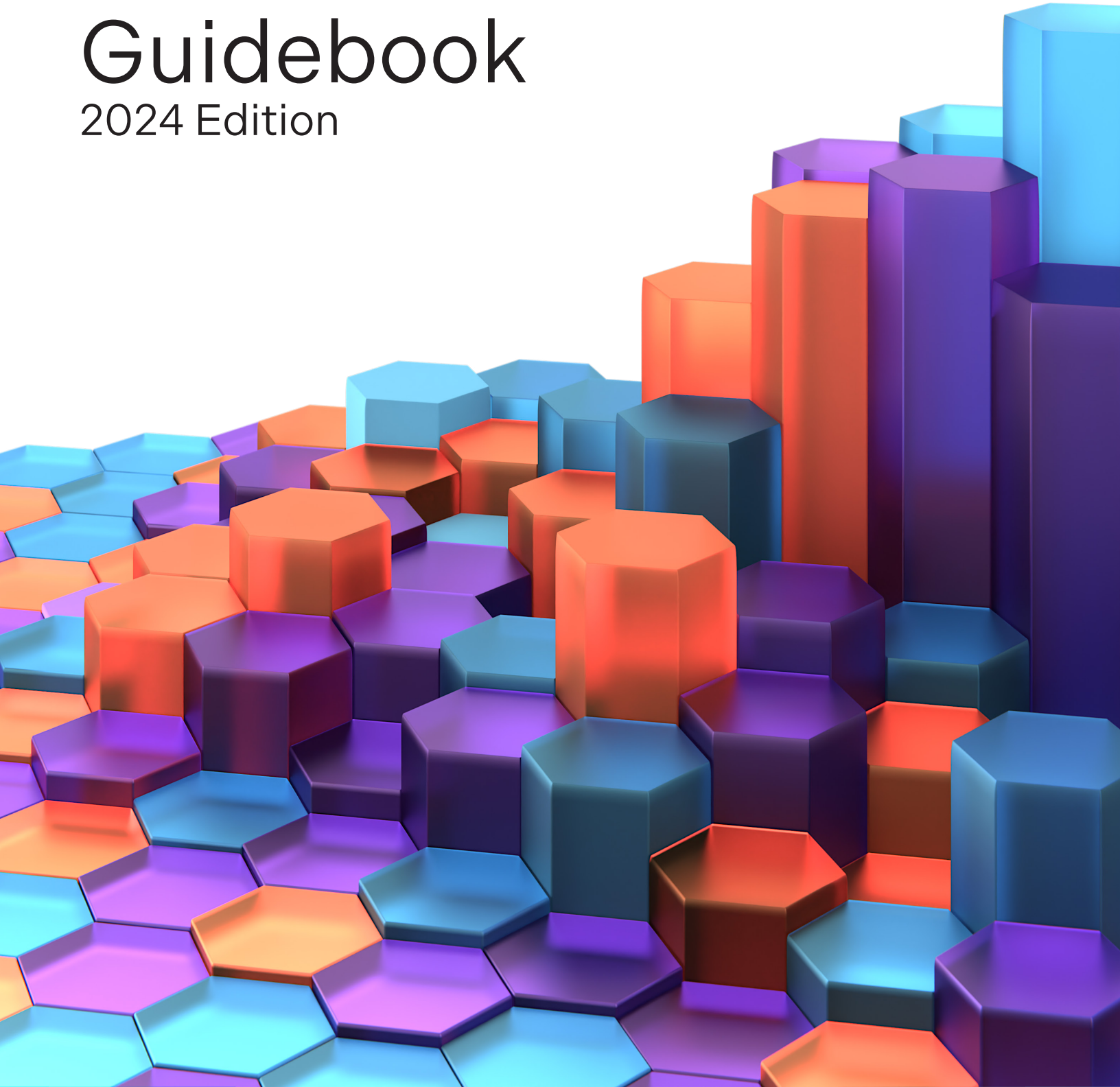


# Knowledge Management

## Guidebook

2024 Edition







## About this Guide

In a world where information is abundant and knowledge is power, effectively managing, sharing, and utilizing knowledge with the best knowledge management software can set organizations apart from their competition.

This guide is your comprehensive resource for understanding the landscape of knowledge management in the digital age. Crafted with the expertise of Anthony J. Rhem, Ph.D., a leading authority in knowledge management, this guide examines the current state of knowledge management, introduces foundational concepts, and provides a detailed evaluation of the top knowledge management software platforms.

Dr. Rhem has assessed a majority of the top platforms and provides an expert analysis designed to assist businesses in leveraging knowledge management software solutions for strategic advantage.

Whether you're new to knowledge management or seeking to enhance your existing strategies with enterprise knowledge management software, our guide, underpinned by Dr. Rhem's thorough comparison, provides the insights and analysis you need to navigate the complexities of knowledge management system software.



### **About the Author:** Anthony J. Rhem Ph.D

Anthony J. Rhem, Ph.D., is a renowned expert in Knowledge Management, Artificial Intelligence, and Information Architecture. As the CEO/Principal Consultant of A.J. Rhem & Associates since 1990, Dr. Rhem has led the firm in specializing in system integration consulting, training, and research, particularly in KM and AI. He has successfully implemented KM systems and AI solutions across Fortune 500 companies, government institutions, and the military, establishing himself as a leader in the field.

Dr. Rhem has an impressive educational background, with degrees from prestigious institutions like MIT's Sloan School of Management, Walden University and Dartmouth University's Tuck School of Business. He has been recognized as a LinkedIn Top Voice in KM and AI, reflecting his influence and expertise in these areas.

As an accomplished author, Dr. Rhem has contributed significantly to the literature on KM and AI, with notable publications such as: *Essential Topics in Artificial Intelligence*, *Knowledge Management in Practice* and *UML for Developing Knowledge Management Systems*.

He actively shares his knowledge through presentations at international conferences and has earned several accolades, underscoring his position as a thought leader.

Dr. Rhem dedicates his time to educating professionals and students alike, spreading his vast knowledge, and fostering the next generation of experts in KM and AI.

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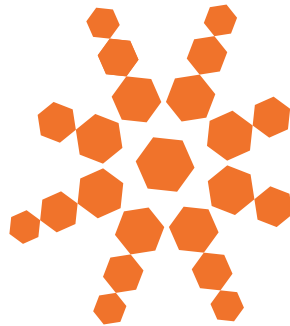
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# Introduction to Knowledge Management



Knowledge Management (KM) is the process of **creating, sharing, using, and managing** the **knowledge** and information of an organization.

It has evolved beyond a multidisciplinary approach to delivering and managing an enterprise's knowledge and information assets to become a strategic enabler of organizational innovation and efficiency. This evolution is driven by technological advancements and changing organizational needs, positioning KM as a catalyst for fostering a culture that prioritizes knowledge sharing and collective intelligence. Current trends show a significant shift towards integrating enterprise search capabilities and artificial intelligence (AI) into KM practices. This integration facilitates a seamless search experience and personalized content delivery, enhancing decision-making and problem-solving.

The intersection of knowledge management, enterprise search, and AI represents a new frontier in managing organizational knowledge. When combined with KM strategies, AI technologies empower organizations to automate content categorization, improve search accuracy, and generate actionable insights from vast data pools. The synergy between AI and KM platforms transforms traditional information repositories into dynamic, intelligent systems that anticipate user needs and facilitate real-time knowledge sharing.

A cornerstone for organizational success in the rapidly evolving digital landscape characteristic of modern businesses. The discipline of knowledge management spans decades and was designed to manage an organization's knowledge assets systematically. It aims to create value and meet strategic business requirements by fostering a culture of continuous learning and knowledge sharing. This introduction sets the foundation for understanding the breadth and depth of knowledge management and its critical role in shaping organizational strategies and outcomes with knowledge management platform solutions.

# Types of Knowledge

Recognizing the different types of knowledge is crucial in any effective knowledge management program. Knowledge within organizations can generally be categorized into three main types: tacit, implicit, and explicit.

## Tacit Knowledge

is personal knowledge embedded in individual experience. It involves intangible factors such as personal beliefs, perspectives, and value systems. Tacit knowledge is challenging to articulate and often shared through direct person-to-person interaction and personal relationships.

## Implicit Knowledge

(sometimes considered a subset of tacit knowledge) refers to knowledge that has not yet been documented but can be articulated and captured with effort. It includes routines, practices, and procedures that employees are often unaware they possess until they are asked to share or describe them.

## Explicit Knowledge

is knowledge that has been or can be articulated, codified, and stored in certain media. It is easily transmitted to others and includes policies, procedural guides, reports, and documents.

Incorporating knowledge management strategies that **capture all three types** creates better outcomes because it establishes a culture where organizational learning can flourish. Guiding how knowledge is captured, shared, and utilized across the organization is critical to success.

# The Purpose and Benefits of Knowledge Management

The primary purpose of knowledge management is to harness the collective expertise and information within an organization, making it accessible to the right people at the right time using the best knowledge management system. By leveraging strategic knowledge management strategies together with the best knowledge management tools, businesses can:

1. Enhance decision-making capabilities
2. Accelerate innovation and responsiveness
3. Improve customer service and satisfaction
4. Increase efficiency and reduce information silos
5. Foster collaboration and knowledge sharing among employees
6. Optimize operational efficiencies
7. Strengthen data security and compliance

The effectiveness of these strategies often hinges on deploying a robust Knowledge Management System (KMS), which serves as the technological backbone for achieving these benefits. A well-implemented KMS supports the capture and dissemination of knowledge and ensures the integrity and security of information, making it an indispensable tool for organizations aiming to maintain a competitive edge.





# What does a knowledge manager do?

The specific tasks of an organization's Knowledge Manager will depend on the size, needs, and capabilities of that organization. For example, some Knowledge Managers will manage large teams while others will be a one-person department. Generally speaking, Knowledge Managers work cross-functionally with departments and teams to establish company knowledge, improve its functionality, establish metrics for its use, encourage the creation and access of company knowledge, and more. While the daily tasks of a Knowledge Manager may differ, there are some key Knowledge Manager skills that can help you succeed in any setting. Below are our top three.

## **1. Promoting Knowledge Sharing In Appealing Ways**

Successful Knowledge Manager skills show, rather than just tell, why knowledge management and knowledge sharing tools will benefit teams and employees. One of their key responsibilities is to drive awareness and adoption of knowledge processes and systems. It is not enough to say "these are the protocols" or even "look at these wonderful tools we have at our disposal."

Take the time to learn which teams respond best to which communication channels, such as email, face-to-face, team meetings, instant messaging, notes, alerts within the knowledge management tool, or even phone calls. Then make sure you're providing information and encouragement through that channel in an eye-catching, easy to understand, and helpful way. By practicing these communication habits, a Knowledge Manager can have a direct impact on improving business outcomes through knowledge management adoption.

## **2. Facilitating Project Review To Create New Company Knowledge**

Good Knowledge Managers will take a hands-on approach to developing new company knowledge. For example, after the completion of a project or campaign, the Knowledge Manager could facilitate a review of the lessons learned, good and bad, from the initiative and record their findings in their knowledge management system. This information will help future campaign iterations or similar projects be more productive. The Knowledge Manager should ensure this new knowledge is easy to find and access within the organization's knowledge management tool.

### 3. Personally Connecting With Stakeholders On Knowledge Needs

There are essential soft tactics for Knowledge Managers that display their Knowledge Manager skills well. They need the interpersonal ability to connect with a variety of individuals and teams to understand what those key stakeholders need from their knowledge management system and how they can be an asset to the knowledge management strategy. The Knowledge Manager should feel comfortable connecting with these stakeholders, particularly project leaders. This will allow them to expand an organization's knowledge offerings and also work with leaders to strategically determine what company knowledge may benefit them on a project or campaign.

Some Knowledge Manager skills may not come naturally, but they can be learned. Knowledge Managers who develop these habits will be a great asset to any organization's knowledge management strategy and overall success.

As a Knowledge Manager, take the time to understand the habits, needs, and preferences of your stakeholders. This will allow you to communicate more effectively, actively participate in the creation of company knowledge, and employ knowledge management strategies that have a real impact on your company's success.

# What is a knowledge management system?

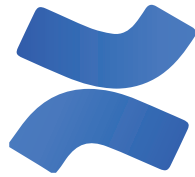


A Knowledge Management System (KMS) is a technology-based solution designed to facilitate the capture, organization, sharing, and analysis of information within an organization. This system enables businesses to leverage their collective knowledge by making it easily accessible to employees, enhancing decision-making, and fostering innovation.

By consolidating data from various sources—documents, video, images, and more—a KMS creates a centralized repository where knowledge is categorized, stored, and retrieved efficiently. An effective KMS supports collaboration and knowledge exchange among employees, encouraging a culture where information is stored and actively used to drive organizational success. Beyond just data storage, a KMS incorporates tools for content creation, workflow management, and social collaboration, making it a pivotal platform for knowledge-driven processes and strategic decision-making.

The top KMS platforms evaluated in this report are **Bloomfire, Confluence, Document360, eGain, Guru, Helpjuice, MarketLogic, Microsoft Sharepoint with Copilot, Oracle, and Salesforce Knowledge**

Each platform has merits for different knowledge needs, and selecting the right platform for your company and knowledge goals are essential to the success of your knowledge management program.



**eGain**



**ORACLE**  
fusion knowledge management

**salesforce**  
knowledge

## Building a Knowledge Management Strategy

Developing an effective knowledge management strategy involves understanding your organization's objectives, the knowledge needed to attain these objectives, and how this knowledge should be managed and disseminated with knowledge management software solutions. The right KM software solution to disseminate organizational knowledge and expertise is essential for sustained knowledge management success. The key components include:

- Encouraging a culture of knowledge sharing and continuous learning
- Identifying and cataloging knowledge assets (performing a knowledge audit)
- Establishing the approach to architect knowledge assets for ease of use and accessibility
- Establishing governance and processes to maintain knowledge quality
- Identifying and implementing the *right* knowledge management software platform that aligns with the KM strategy

The journey to effective knowledge management begins with a solid foundation. This critical first step involves a comprehensive assessment of your organization's current state of knowledge – understanding what information you have, where it resides, and how it is accessed and used. A crucial part of this process is identifying your business' specific knowledge needs and the gaps in your current knowledge management system. It's about pinpointing where your knowledge assets fall short and creating a plan to bridge these gaps.

To gain a holistic view, you should involve various organizational stakeholders in this initial phase. This collaborative approach ensures that your knowledge management strategy is inclusive and aligns with your organization's diverse needs and functions. Whether streamlining decision-making, enhancing employee collaboration, or improving customer engagement, understanding these goals is paramount. With this insight, you can begin to chart a course for along the knowledge implementation roadmap that addresses your immediate needs and positions your organization for future growth and adaptability, leveraging a KMS to transform these plans into actionable strategies.

# Knowledge Implementation Roadmap



# AI in Knowledge Management



Over the last several years, technologies have converged across knowledge management (KM), enterprise data, and artificial intelligence. Specifically, the growing prominence of generative AI has elevated the importance of enterprise knowledge management among the executive ranks.

Many existing AI solutions, particularly those from legacy software providers, tend to prioritize individual efficiency over comprehensive organizational knowledge management. The true transformative potential of Generative AI in Knowledge Management lies in its ability to make it easier to find and capture information. Specifically, it can help companies ensure that LLMs are used to respond with organized and accurate data.

# AI in Knowledge Management

Integrating Artificial Intelligence (AI) into knowledge management systems transform traditional practices by enhancing information discovery, streamlining data analysis, and enabling predictive insights.

AI technologies, including machine learning, natural language processing, and semantic search, facilitate more intelligent, efficient, personalized knowledge experiences. In KM, AI can automate repetitive tasks, such as data categorization and tagging, thereby freeing human resources for more strategic activities.

Additionally, AI-powered knowledge management systems can provide tailored recommendations, identify knowledge gaps, and foster innovation by analyzing trends and patterns in data usage.



The background is a vibrant, abstract digital composition. It features a dark blue and black base, overlaid with numerous glowing, multi-colored bokeh spots in shades of red, orange, yellow, and cyan. A complex network of thin, white and blue lines crisscrosses the scene, suggesting a data network or neural network. The overall effect is one of high-tech, futuristic energy.

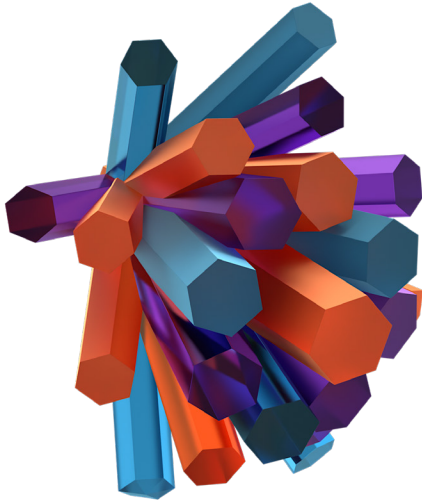
## What is The Role of Ethical AI in Knowledge Management?

As AI technologies evolve, their integration into knowledge management practices offers unprecedented opportunities for enhancing knowledge discovery, automation, and personalization. However, adopting ethical AI practices is crucial to ensure fairness, transparency, and accountability in managing and utilizing knowledge. The ethical deployment of AI within knowledge management platforms can significantly elevate the capability to process and analyze vast amounts of data, leading to more informed decision-making and a competitive edge in today's digital economy. Emphasizing the importance of ethical considerations ensures that knowledge management software solutions remain powerful but also responsible and equitable.

# Bridging AI Solutions and Knowledge Management

While AI solutions are adept at tasks typically requiring human intelligence, such as learning, reasoning, and understanding natural language, they do not constitute a complete knowledge management solution alone.

## **Effective integration of AI into KM solutions enhances organizational knowledge capabilities in several key areas:**



Automating the categorization and tagging of knowledge resources to simplify content management.

Predicting trending knowledge areas/topics to provide users with timely and relevant content.

Auto-curating and personalizing knowledge delivery based on user preferences for a tailored experience.

Enhancing content creation through generative AI, enabling the production of rich, contextually relevant materials.

Refining search functions to be more precise and efficient facilitates quicker access to necessary information.

True knowledge management transcends mere technological solutions. It encompasses fostering a culture and establishing processes that promote active knowledge-sharing, innovation, and collaboration. Therefore, while AI can significantly amplify the effectiveness and reach of KM strategies, it should be viewed as part of a broader ecosystem that includes organizational culture, policies, and processes. This holistic approach ensures that KM solutions are technologically advanced and aligned with the organization's goals, enhancing overall efficiency and fostering a culture of continuous learning and improvement.

## **Navigating the AI Transformation in Knowledge Management**

Integrating AI into knowledge management systems requires a strategic approach that includes adopting an AI-first mindset, defining clear objectives, ensuring data readiness, and focusing on user experience. Ethical considerations ensure that AI applications are fair, transparent, and accountable. Organizations must consider the total cost of ownership (TCO) when investing in AI technologies, assessing the immediate financial impact and long-term value to maximize ROI. By addressing these factors, companies can successfully navigate the AI transformation in knowledge management, leveraging knowledge management platforms as foundational elements that facilitate operational continuity and innovation.

The synergies between knowledge management and AI are becoming increasingly significant as organizations seek to leverage their collective knowledge and enhance decision-making processes. Once you have established a culture of knowledge sharing, collaboration, and innovation, AI can be infused into the processes and technology that enable knowledge management to enhance productivity in knowledge creation, access through search engines, collaboration, and continuous learning and innovation.



# AI in Knowledge Management: Balancing Advantages and Addressing Pitfalls

Integrating Artificial Intelligence (AI) into knowledge management (KM) systems transforms traditional practices, enhancing information discovery, streamlining data analysis, and enabling predictive insights. By incorporating machine learning, natural language processing, and semantic search, AI fosters more intelligent, efficient, and personalized knowledge experiences. Crucial functions like data categorization and tagging can be automated, freeing human resources for more strategic activities. Moreover, AI-powered KM systems tailor recommendations, identify knowledge gaps, and foster innovation by analyzing data trends and patterns.

However, integrating AI into KM goes beyond technical enhancements. If successfully implemented, it brings about substantial efficiency and productivity gains. AI tools provide decision-makers with actionable insights, improving decision accuracy and reducing human error. They enable new product development, enhance customer interactions through personalization, and extend market reach.

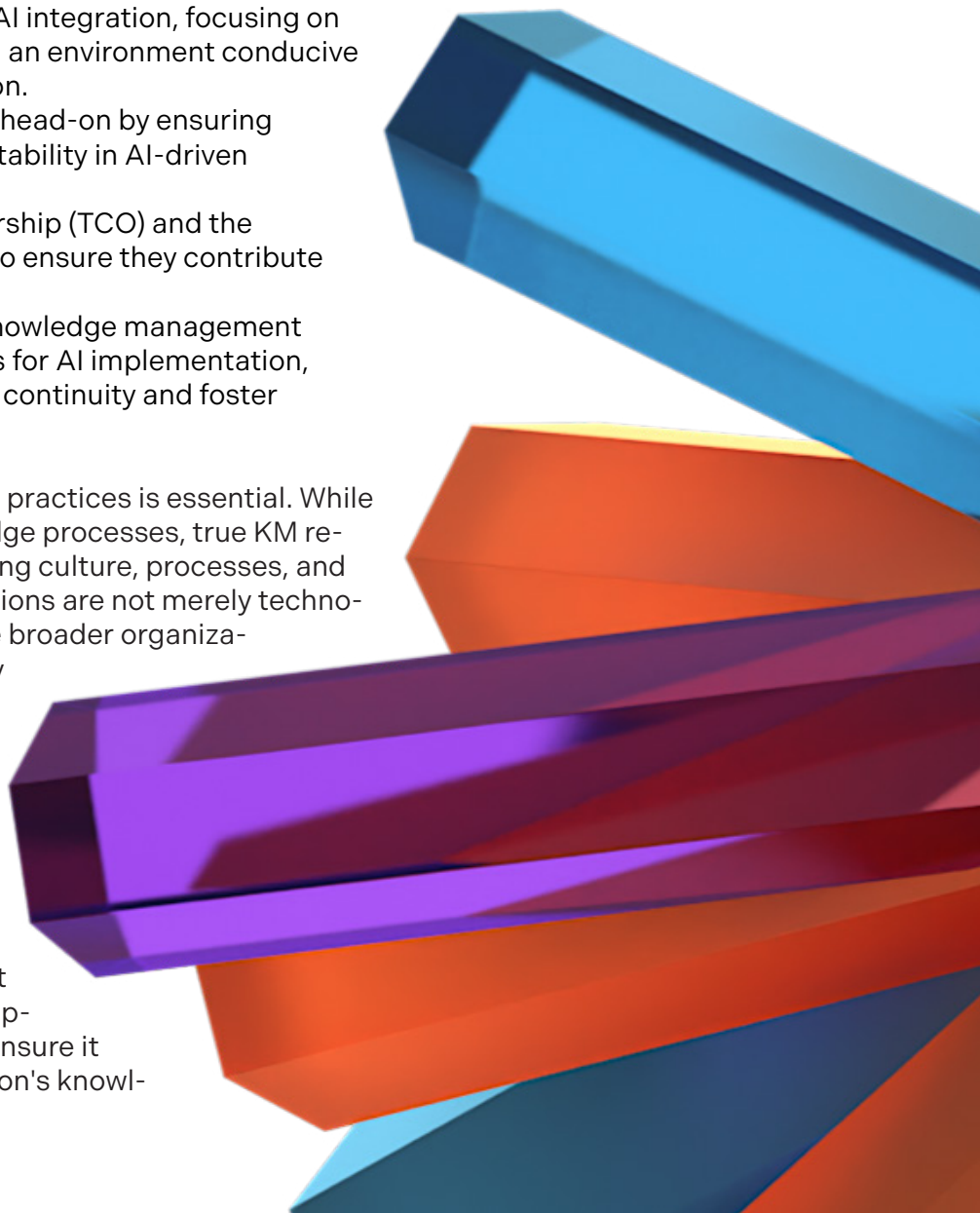
Yet, the transformation is not devoid of challenges. Data privacy, security, and the ethical use of AI pose significant hurdles. If unchecked, bias in AI algorithms can lead to unfair outcomes. Additionally, the widespread adoption of AI may disrupt current employment, necessitating strategies to mitigate workforce displacement.

## To successfully navigate these challenges, companies should:

1. Adopt a balanced approach to AI integration, focusing on technological aspects and creating an environment conducive to knowledge sharing and innovation.
2. Address ethical considerations head-on by ensuring transparency, fairness, and accountability in AI-driven systems.
3. Consider the total cost of ownership (TCO) and the long-term value of AI investments to ensure they contribute positively to the organization's ROI.
4. Emphasize the critical role of knowledge management platforms as foundational elements for AI implementation, ensuring they facilitate operational continuity and foster organizational innovation.

Bridging AI solutions with effective KM practices is essential. While AI can automate and enhance knowledge processes, true KM requires a holistic approach encompassing culture, processes, and policies. The goal is to ensure KM solutions are not merely technological tools but are integrated into the broader organizational ecosystem to enhance efficiency and foster a culture of continuous improvement and learning.

AI offers considerable advantages in transforming workplaces but must be deployed thoughtfully and ethically within KM systems to avoid potential pitfalls. While integrating AI into KM represents a significant step forward, it demands a strategic, comprehensive approach to realize its full potential and ensure it contributes positively to the organization's knowledge management objectives.



# Tactics for Deploying Ethical AI into Knowledge Management

To ensure the ethical deployment of AI, organizations should follow these steps:

## **Build a Diverse Team**

Assemble a team with varied backgrounds to bring different perspectives to AI development. Ensure diversity in the data selection process to reduce bias and ensure models are trained with ethical data, respecting privacy and security.

## **Adhere to Ethical AI Standards**

Implement standards that include criteria for examining AI's ethicality and eliminating bias. Update standards regularly to keep pace with evolving technology and ethical considerations.

## **Establish Core Ethical Principles**

Develop a foundation of values emphasizing fairness, accountability, transparency, and privacy. To ensure inclusivity and comprehensiveness, involve diverse stakeholders, including ethicists, legal experts, technologists, and end-users.

## **Ensure Transparency and Accountability**

Make AI systems understandable to users and openly communicate how AI decisions are made. Conduct regular audits and monitor AI applications to ensure they operate ethically and accountably.

## **Prioritize Data Ethics and Security**

Implement strong data protection measures and data governance frameworks. Use diverse data sets to mitigate bias and ensure fairness, conducting regular audits of AI systems. Embed security features at every stage of AI system development and regularly check for vulnerabilities.

## **Cultivate an Ethical Culture**

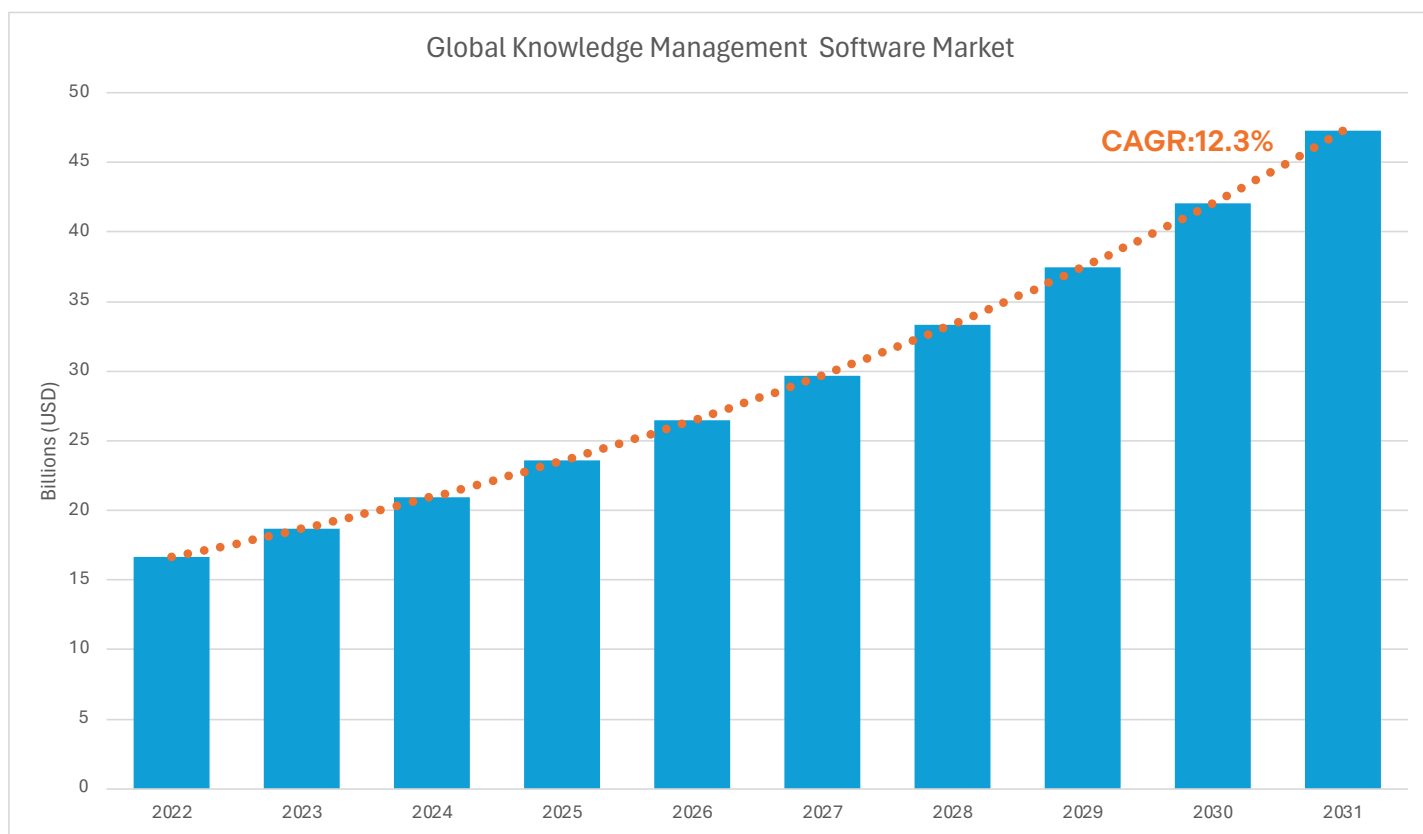
Promote an organizational culture that respects and upholds ethical standards in AI deployment. Ensure that the deployment of AI supports the protection of individual rights and maintains trust among employees, customers, and society.

By following these strategies and tactics, organizations can navigate the complexities of ethical AI deployment and ensure that their AI systems are fair, transparent, and aligned with societal values.



# Knowledge Management Industry Statistics

The knowledge management landscape is rapidly evolving and driven by technological advancements and a deeper understanding of its strategic value. Recent statistics underscore the significance of KM in today's business environment, highlighting both the opportunities and challenges organizations face in harnessing the power of knowledge.



Source: Straits Research

**Global Market Growth:** According to Straits Research, the global knowledge management software market was valued at USD 16.6 billion in 2022 and is projected to expand to USD 47.2 billion by 2031, growing at a Compound Annual Growth Rate (CAGR) of 12.3% during the forecast period (2023–2031). This remarkable growth trajectory underscores the expanding role of knowledge management system software in driving business innovation and efficiency.

**Enhancement in Customer Satisfaction:** According to KM World, implementing effective knowledge management practices can significantly improve customer satisfaction, with increases of up to 30%. This potential improvement underscores the direct impact of having an efficient knowledge management system and software on customer experience and service quality, further justifying investments in knowledge management tools.

**Adoption of AI in KM:** Artificial Intelligence (AI) is becoming a pivotal element in knowledge management tools, offering capabilities from automated information retrieval to advanced analytics for decision support. Despite 80% of organizations investing in AI for knowledge management, only 21% have successfully adopted these technologies at scale. This gap indicates a significant potential for growth and enhancement in practices, spotlighting the need for knowledge management platforms that can effectively leverage AI.

These statistics demonstrate the financial and operational benefits of effective knowledge management and highlight the critical role of technology, particularly AI, in shaping future strategies. As organizations navigate the complexities of the digital age, adopting and refining knowledge management practices will be vital to unlocking productivity gains, enhancing customer satisfaction, and securing competitive advantages.

productivity losses:

# \$44.7 Million

in companies with  
more 17,700 employees

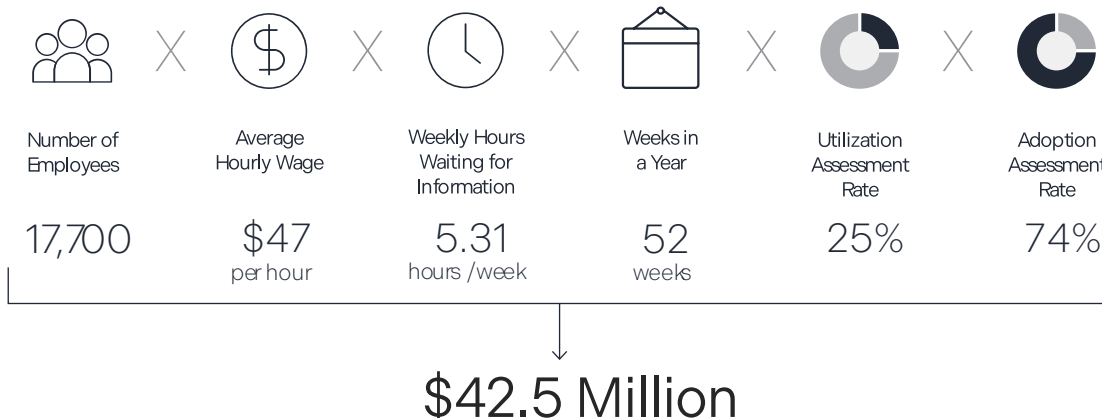
**Financial Impact of Knowledge Sharing:** The implications of inadequate knowledge sharing are profound for large organizations. According to Ponopto's "Valuing Workplace Knowledge," companies face a staggering annual productivity loss of \$44.7 million, attributed to delays in sharing knowledge (\$40.6 million) and inefficiencies in onboarding processes (\$4.2 million).

This updated statistic underscores the importance of implementing effective KM practices and the best knowledge management systems to safeguard and capitalize on organizational knowledge, significantly reducing productivity losses.

### Productivity Savings Due to Enhanced Onboarding

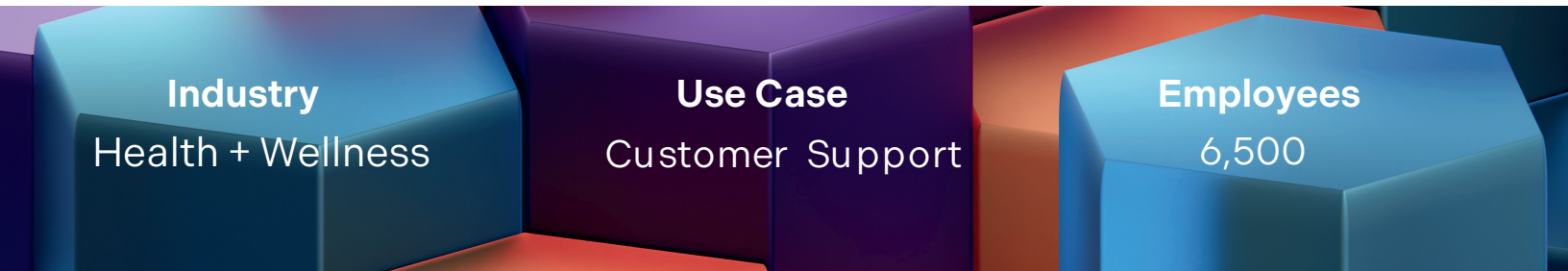


### Productivity Savings From Improved Knowledge Sharing



# Benefits For Healthcare

A fast-growing Fortune 500 network of primary care centers is focused on the health of older adults on Medicare. As a leading health solutions company, they support patients with knowledgeable teams and tailored medical plans.



## Challenge

Establishing a single source of truth, to build confidence in their patient-facing teams to ensure they are working off of the most up-to-date information. To create a standard support model that enables growth and frees up time for employees searching for information.

## Solution

Implemented an enterprise-wide KMS, focusing on curating content and version control, with secure access groups. Robust search and AI tools were essential to reducing search times.

## Results

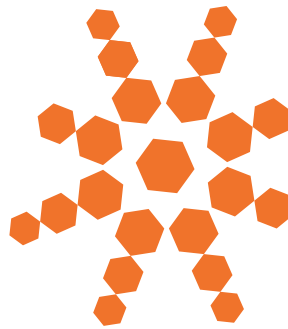
Users found the KMS easier to navigate, and easier to find documents. Users saved time in their searches, and they preferred the new system to their prior knowledge retrieval processes. System admins reported feeling more excited and confident about implementing a knowledge management strategy across the organization.

Customer Results	Pre-KMS	vs	Post-KMS
Overall Score	43%		100%
Time Saved			
Average Search Time	1:44		0:26s
Typical Search Results			
Average Rank	3		1
Avg # of Attempts	3		1
Easy to Find Docs	3/5		4/5
User would Recommend	5/10		10/10

While implementing a KMS, users were surveyed about their search experience pre and post-launch.

# Common Use Cases

for Knowledge Management



In the dynamic landscape of modern business, the ability to **capture, manage, and share knowledge** effectively is paramount. Knowledge management platforms have evolved to meet this need, offering solutions across various use cases and industries.

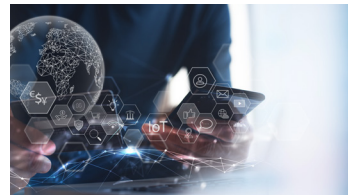
The importance of a platform's flexibility cannot be overstated—it is the key to unlocking the potential to drive innovation, efficiency, and competitive advantage. By supporting a wide array of applications, from company-wide knowledge management to social learning, these platforms ensure that organizations can leverage knowledge in ways most impactful to their specific goals and challenges.

# Security, Accuracy and Reliability across use cases is essential

The justification for our scoring model on use case/industry breadth is centered on the premise that the more versatile a platform is, the greater its value to an organization. The top knowledge management platforms demonstrate robust functionality across various use cases, offer a better return on investment, and enable organizations to adapt to changing information needs and business strategies. This approach to scoring reflects our commitment to identifying solutions that are not only powerful in their feature set but also broad in their applicability, ensuring that businesses of all sizes and sectors can find a knowledge management solution that meets their unique requirements.

Hi Tish!

We are setting up your access today. Any questions?



## Security Training Video



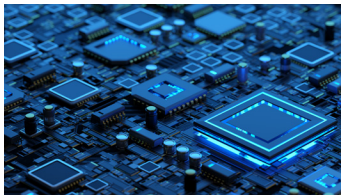
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Patricia Callum

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**Video:** 5:18: refer to your [Security Policy](#) handbook...



## Network Security Policy



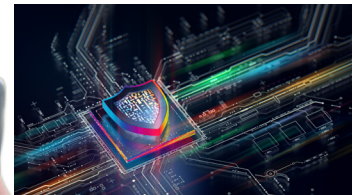
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Nathan Green

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**Title:** Network [Security Policy](#)



## Security Review Process



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Nathan Green

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**Body:** ...When conducting a [Security](#) review...



Uploading Security-protocols.pdf  
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## **Company-wide Knowledge Management**

Integrating a knowledge management system across an entire organization enables the centralization of knowledge assets, making critical information accessible to all employees. This approach underscores the importance of having an enterprise knowledge management software platform to promote collaboration and streamline knowledge-sharing processes. By deploying knowledge management software, organizations can foster a shared learning and innovation culture, ensuring employees have the insights to drive operational efficiency and strategic growth.

## **Customer Support**

Knowledge management platforms tailored for customer support transform service delivery by providing immediate access to a comprehensive knowledge base. These platforms, often highlighted in knowledge management software comparisons, include FAQs, troubleshooting guides, and product details that enable support teams to address customer inquiries quickly. The best knowledge management systems for customer support integrate seamlessly with CRM systems, offer intuitive search capabilities, and include features that simplify updating content. The combined features of a customer support knowledge management platform can enhance customer satisfaction and loyalty.

## **Research & Insights**

Knowledge management software for research and insights equips organizations to deeply understand customer behaviors and preferences. These platforms analyze vast datasets, transforming them into actionable strategies that enhance products, sales, and services. By enabling data-driven decision-making, these platforms empower businesses to improve customer satisfaction and maintain a competitive edge, fostering innovation and collaboration across teams for strategic, informed planning.

## **Sales Enablement**

Knowledge management tools for sales enablement provide sales teams with essential resources, including sales materials, product updates, and market intelligence. Effective sales enablement tools help sales professionals tailor their approaches to meet customer needs, enhancing sales strategies and driving revenue growth by ensuring access to the most accurate and up-to-date customer information. The best knowledge management software for sales enablement empowers teams with insights that allow sales reps to engage better with prospects and close more deals.

## **Wiki**

Corporate wikis offer a dynamic platform for collaborative knowledge creation and sharing within an organization. Internal company wikis are ideal for maintaining a living knowledge base that employees can easily access, contribute to, and edit, ensuring up-to-date organizational knowledge. A knowledge management platform with solid wiki capabilities promotes transparency and collective intelligence, which is essential for fostering a culture of innovation.

## **Intranet**

An intranet is a powerful knowledge management tool for centralizing internal communications and resources to boost employee engagement and productivity. A knowledge management platform for intranets should easily integrate with other business applications such as Slack, MS Teams, Salesforce, and Zendesk, support diverse content formats, and offer highly customizable personalization features that enhance the user experience. The best Intranet platforms help cultivate a collaborative corporate culture, enable easy access to corporate knowledge, and facilitate more efficient business processes.

## **Social Learning**

Knowledge management platforms that facilitate social learning leverage community and employee collaboration to enhance informal learning and knowledge sharing. These platforms encourage the exchange of experiences and best practices among peers, enriching the organization's knowledge base. The best knowledge management tools for social learning support a culture of continuous learning, driving organizational innovation and performance.



# Knowledge Sharing Across the Enterprise

Breaking down silos and creating a culture of knowledge sharing across departments, regions and business units is not easy. But with the correct tools and a well developed knowledge sharing strategy, it can unlock incredibly powerful productivity gains. When selecting a knowledge management platform, consider the role that knowledge sharing will play in achieving your goals.


One differentiating feature that a knowledge sharing platform has is a Q&A collective knowledge engine. This tool allows users from across the company (or customers, if the platform is external-facing) to post questions and get published responses from subject matter experts. Questions and answers are deep indexed within the knowledge sharing platform, which means that other users can search for them using keywords and avoid asking the same question. Over time, companies can build up a thorough collection of questions and answers.

Many knowledge sharing platforms also allow users across all levels of an organization to share content and comment on posts (depending on the permissions established by their administrators). This helps democratize knowledge across companies: all employees have an opportunity to provide input and share their expertise, regardless of department or seniority. For example, new hires might comment on training materials, telling leadership what they think worked well and what was unclear. Leadership could then use this feedback to make improvements to their onboarding process.

As you begin your search for a knowledge management solution, think about your company's goals for the solution. If you're just looking for a simple repository to publish answers to common questions, building or buying a traditional knowledge base may be enough. However, if your company has a high volume of content that employees need to be able to search quickly, and if you want employees or customers to engage with company content and contribute their own knowledge, you should be searching for a knowledge sharing platform.

# How to Build

a Successful Knowledge  
Management Program



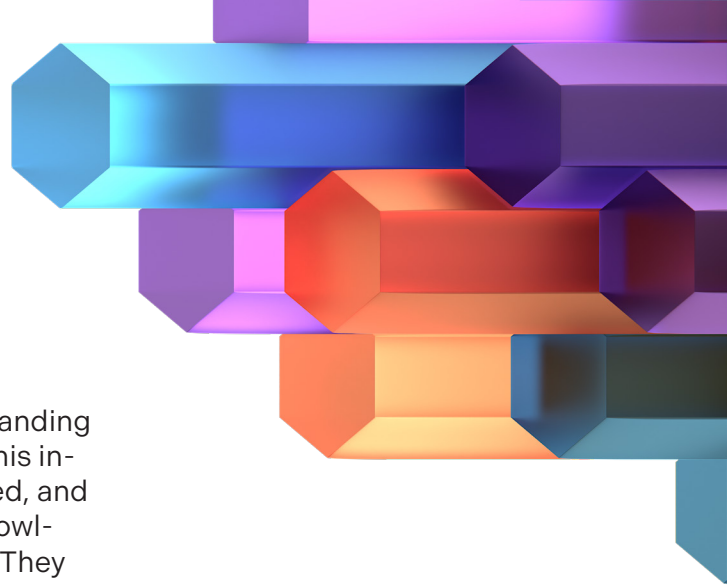
**The journey to building a successful KM program** encompasses nine stages: evaluating current knowledge infrastructure, defining KM goals and leaders, developing strategy, selecting the right tool, structuring the KM system, implementation, embedding KM in operations, managing and enhancing the system, and engaging in iterative improvement and adaptation. Each stage builds on the previous one to create a comprehensive and effective knowledge management framework.

## Organizational Alignment

The foundation of a successful knowledge management program lies in aligning the program's goals with an organization's strategic objectives. Engaging stakeholders from various departments early on when creating a knowledge management program is essential and helps foster a culture that values knowledge sharing and collaboration. Knowledge management software solutions can play a pivotal role in this alignment, offering features that facilitate communication and sharing insights across different levels of the organization.

## Simplifying Processes & Mapping to Workflows

Knowledge management must be managed with existing employee workflows to be truly effective. Simplifying processes to make knowledge capture and sharing as seamless as possible is crucial. This means integrating knowledge management platforms into employees' daily activities, making it easy for them to contribute and access knowledge without disrupting their daily routines and workflows. The best knowledge management software is user-friendly, ensuring users can easily navigate and utilize the tools.



## Knowledge Audits

Conducting knowledge audits is a critical step in understanding the current state of knowledge within the organization. This involves identifying what knowledge exists, where it is stored, and how it is shared and utilized. Audits can reveal gaps in knowledge, redundancies, and opportunities for improvement. They provide a roadmap for developing a knowledge management program, highlighting areas where tools can be implemented to enhance knowledge capture and dissemination.

## Knowledge Management Champions

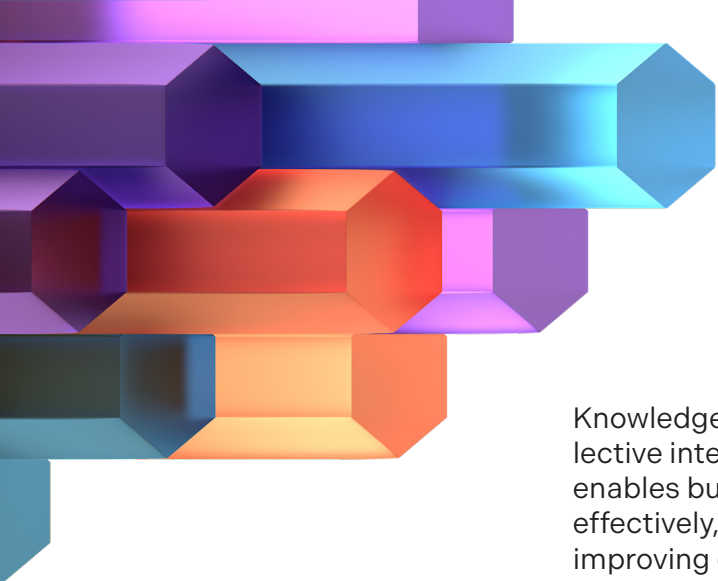
Champions play a crucial role in the success of a knowledge management program. These individuals advocate for and drive the adoption of knowledge management best practices within the organization. Company champions help build momentum, encourage participation, and overcome resistance to new processes and knowledge management systems. Identifying and empowering company champions across an organization can accelerate the acceptance and integration of knowledge management into the organizational culture.

## Change Management

Implementing a knowledge management program involves change, which is essential for success. This includes communicating the benefits of KM to all employees, providing training on new knowledge management system software, and addressing any concerns or resistance that may arise. Effective change management ensures that employees are supported throughout the transformation, increasing the likelihood of adoption and long-term sustainability of the KM program.

## Software & Tools

Selecting the proper knowledge management tools is crucial to the success of a knowledge management program. These tools should be chosen based on the specific needs and goals of the organization, as well as their compatibility with existing systems and processes. Whether it's enterprise knowledge management software for large organizations or more specialized tools for specific functions like customer support or sales enablement, the chosen tools of choice should enhance the ability to capture, manage, and share knowledge effectively.



# Why Is Knowledge Management Important?

Knowledge management is crucial for organizations harnessing their collective intelligence to gain a competitive edge. Knowledge management enables businesses to manage, share, and utilize their knowledge assets effectively, fostering innovation, enhancing customer satisfaction, and improving decision-making.

By leveraging the best knowledge management software, organizations can create a dynamic knowledge ecosystem that supports continuous learning and adaptability, ensuring that valuable information is accessible and actionable. In essence, knowledge management is not just about managing information—it's about empowering people and creating a culture that values knowledge as a critical asset for success.

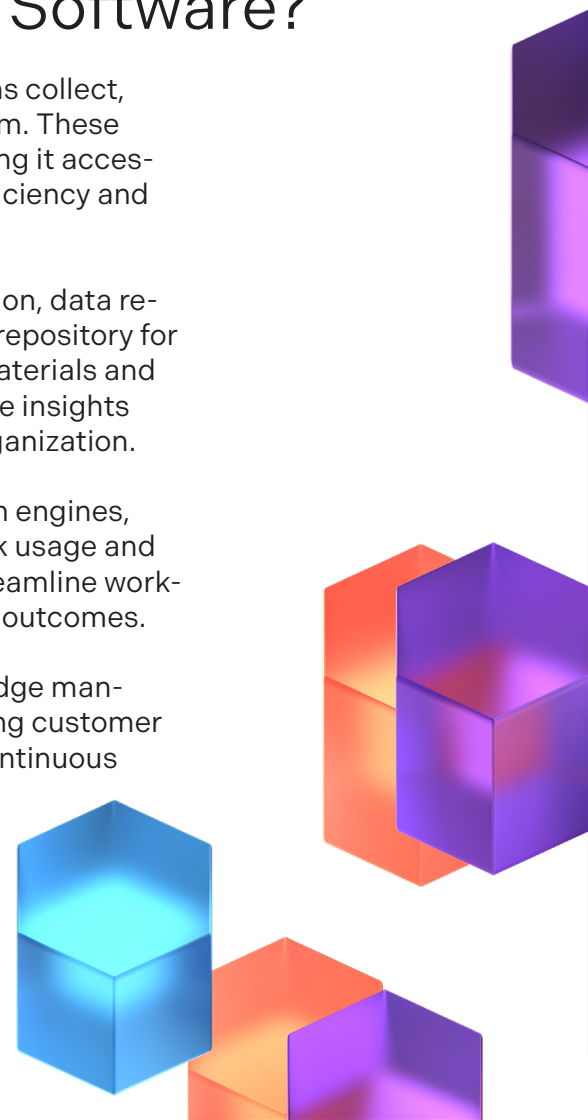
## What Is Knowledge Management Software?

Knowledge management software is a tool designed to help organizations collect, store, manage, and distribute information within an organization or a team. These platforms enable companies to leverage their collective wisdom by making it accessible to the right people at the right time, fostering an environment of efficiency and innovation.

This type of software facilitates various functions, including documentation, data retrieval, collaboration, and knowledge sharing. By providing a centralized repository for all types of knowledge assets — from documents and FAQs to training materials and best practices, — knowledge management software ensures that valuable insights and information are preserved and can be easily accessed across the organization.

Effective knowledge management systems often feature powerful search engines, intuitive interfaces, collaboration tools, and analytics capabilities to track usage and engagement. This enables organizations to identify knowledge gaps, streamline workflows, and measure the impact of knowledge sharing on overall business outcomes.

In today's fast-paced and information-heavy work environments, knowledge management software is critical for maintaining a competitive edge, improving customer satisfaction, and enhancing decision-making processes. It supports a continuous learning and adaptation culture crucial for long-term business success.



# Criteria Used to Evaluate Knowledge Management Software Platforms

When evaluating knowledge management software solutions, it's crucial to identify platforms that address a broad spectrum of organizational needs—from enhancing internal collaboration to supporting customer engagement through external knowledge bases. These solutions are characterized by several key features essential for effective knowledge management within organizations. Summaries of the criteria used to develop this knowledge management software comparison have been included below.

**Ease of Use:** This is important because it ensures that all users, regardless of their technical proficiency, can efficiently navigate the platform, find information quickly, and contribute knowledge without barriers.

**Search & Discovery:** Critical for enabling users to quickly find accurate and relevant information, enhancing productivity, and reducing time spent searching.

**AI Capabilities:** Assessing AI integration is crucial for automating content curation, improving search accuracy, generating insights, and enhancing decision-making and efficiency.

**Knowledge Authoring:** This function supports the creation and maintenance of a comprehensive knowledge base, ensuring that content is up-to-date, relevant, and valuable and cultivating a well-informed employee base.

**Reporting & Analytics:** Provides insights into how content is used and identifies knowledge gaps, essential for continually improving the knowledge base and supporting strategic decisions.

**Administrative Capabilities:** Enables tailored configuration and management of the KM platform, ensuring it meets specific organizational needs and governance standards.

**Collaboration Capabilities:** Facilitates knowledge sharing and collective problem-solving, fostering a collaborative culture and leveraging collective intelligence.

**Integration Capabilities:** Essential for creating a cohesive technology ecosystem, allowing the KM platform to seamlessly interact with other tools and systems used within the organization.

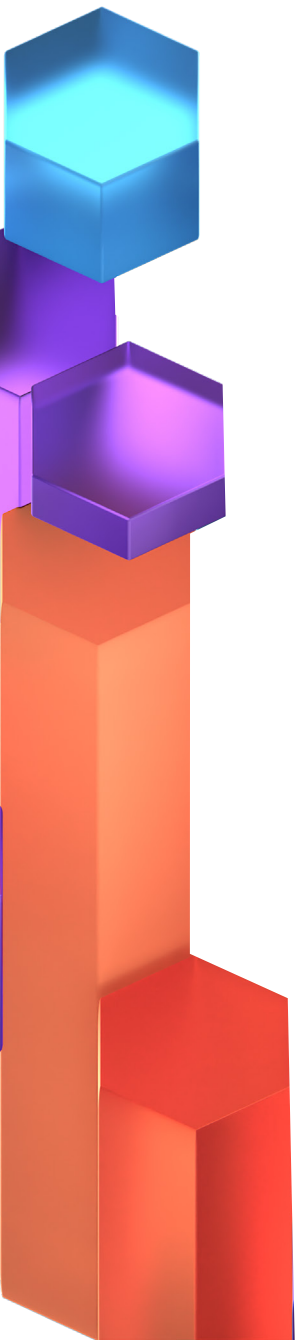
**Security & Compliance:** This function ensures that sensitive information is protected and the platform complies with legal standards, safeguarding organizational and customer data.

**Customer Support:** Provides necessary guidance and support to users, ensuring effective platform utilization and addressing any issues promptly, which is vital for maintaining operational continuity.

**Technical Performance & Innovation:** Indicates the platform's reliability and its commitment to evolving with technological advancements and user needs, ensuring long-term viability.

**Return on Investment (ROI):** Evaluate the platform's value proposition, considering both direct benefits like improved efficiency and indirect benefits such as enhanced customer satisfaction, justifying the investment in the technology.

These features reflect the evolving trends indicative of the best knowledge management platforms, emphasizing the need for these systems to store and organize knowledge, enhance collaboration, provide easy and scalable integration, and be easy to use for end users. However, each feature does not carry the same importance. In evaluating each vendor's product's ability to deliver each feature, a weight based on importance was applied. In this evaluation, the search and discovery of the system's content, as well as the security and integrity of its content, carried the highest weight because these two factors are foundational to a KM solution.



Comprehensive Analysis of

# Knowledge Management Software Platforms



Knowledge Management (KM) is the process of **creating, sharing, using, and managing** the **knowledge** and information of an organization.

Software Platforms that solve the technological challenges of knowledge management and organizational practices must support all aspects of ***identifying, capturing, evaluating, retrieving, and sharing an enterprise's information assets.***



When considering the individual attributes of knowledge management systems, each platform has been independently evaluated against the criteria. This analysis purposefully selected platforms that support the entire knowledge management lifecycle, from knowledge creation, sharing, and integration with other business tools. Generative AI promises to disrupt the traditional knowledge management system market; however, early analysis of LLMs connected to enterprise search tools has shown mixed results in maintaining secure access to confidential information and referencing incomplete, outdated, or redundant content to inform the model. Knowledge management software with curated and certified sources of knowledge can provide more accurate, secure, and reliable responses via generative AI. The convergence of these tools – generative AI, enterprise search, and knowledge management platforms will be a trend to watch in 2024 and 2025.

Enterprises looking to leverage artificial intelligence to improve their knowledge management practices must consider all of the appropriate criteria applicable to their unique business practices. In addition to the 12 criteria identified here, adopting ethical AI practices is crucial to ensure fairness, transparency, and accountability in managing and utilizing knowledge. AI ethics is a collection of moral principles, processes, and techniques intended to advise and direct the development and responsible use of artificial intelligence technology.

### **Why Were These Knowledge Management Software Vendors Chosen for the Review?**

The KM software solutions being evaluated were selected because they address a range of organizational needs, from general internal knowledge management and collaboration to specialized customer support and external-facing knowledge bases. However, knowledge management (KM) software solutions reveal several core features typical across various platforms, underscoring the essential elements required for effective knowledge management in organizations. Firstly, a strong emphasis on collaboration and teamwork is evident, with most solutions offering shared workspaces, real-time editing, and communication tools. This functionality is crucial in fostering a collaborative environment and ensuring that teams collaborate seamlessly on knowledge creation and sharing. Integration capabilities are another fundamental commonality, with these knowledge management tools often designed to integrate seamlessly with other systems such as CRM, ERP, AI, search, ontology management, and various productivity tools. Such integrations are vital for creating a cohesive workflow and efficient transfer of information across different organizational platforms.

Furthermore, customization and flexibility are prominent features, enabling organizations to tailor the knowledge management software to their needs and processes. This includes options for custom templates, layouts, and configurable user interfaces, allowing organizations to adapt the tool to their unique requirements and preferences. Content creation and management capabilities are central to all these solutions, providing robust tools for creating, editing, organizing, and storing diverse knowledge formats. Alongside this, effective search and discovery features, often powered by AI and semantic search technologies, are a staple, facilitating quick and relevant information retrieval.

Managing user access and permissions is a universal feature essential for maintaining data security and regulatory compliance. This is complemented by analytics and reporting capabilities, which offer insights into knowledge management system usage and help identify areas for improvement. I found that most (not all) of these tools are designed to support internal knowledge management and external customer-facing knowledge bases, providing dual functionality to manage comprehensive organizational knowledge needs. Scalability is a critical aspect that these vendors emphasize, ensuring that the knowledge management system can grow with the organization.

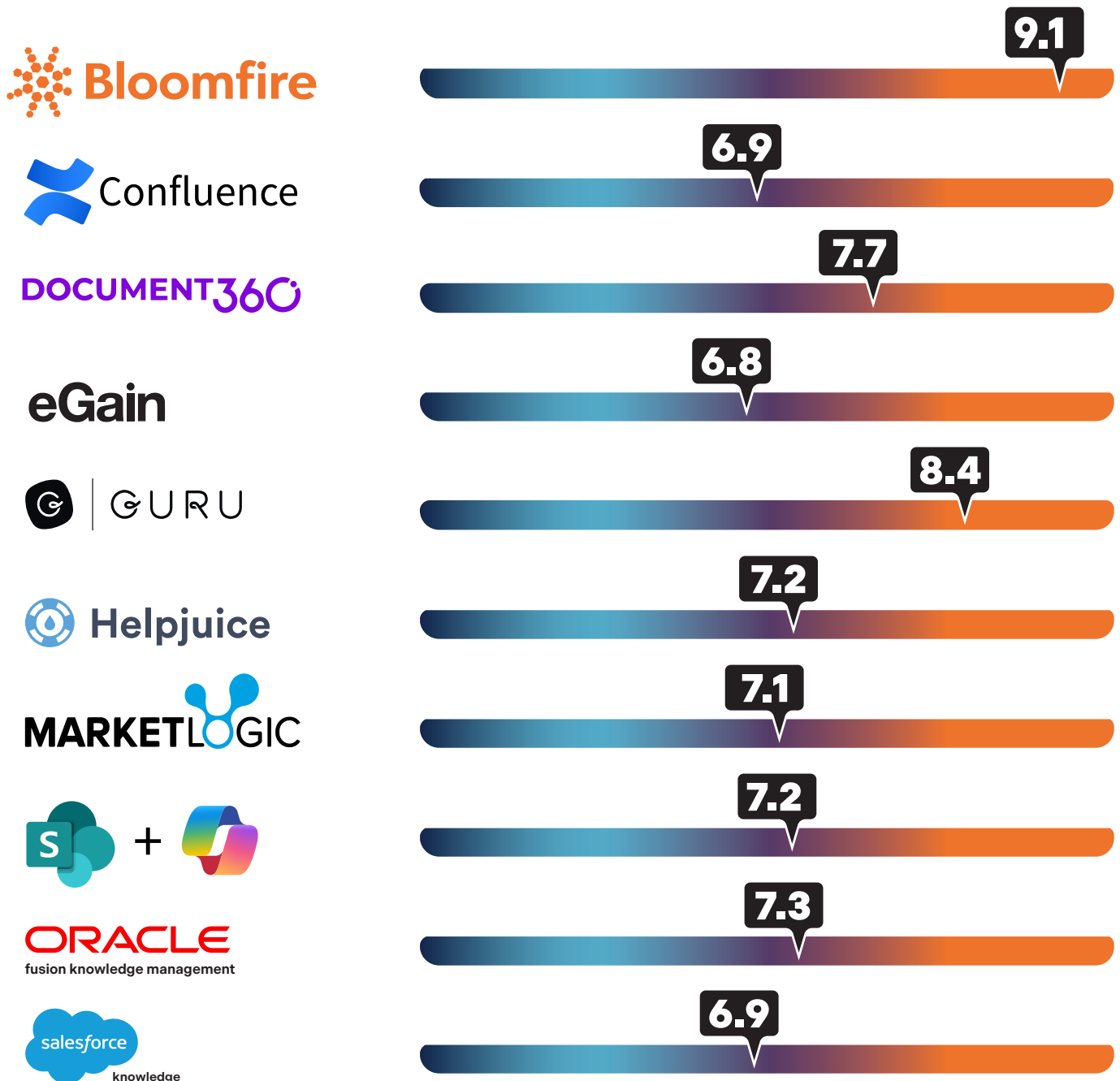
Interestingly, while all vendors stress ease of use and intuitive interface design, this varies across these platforms. The importance of ease of use in promoting adoption is a critical factor for the success of any knowledge management system. Finally, ROI and TCO (Total Cost of Ownership) were evaluated, which can determine if an organization purchases the application. Although this is a consideration across all knowledge management solutions, some vendor solutions shine brighter than others. These common features across the vendors evaluated reflect the broader trends and best practices in knowledge management software development.

Category	Scoring Criteria Rationale	Importance
<b>1. Ease of Use:</b> Intuitiveness and simplicity of the interface and navigation	User adoption and productivity are directly impacted by how easy it is to use the software. If the interface is intuitive out-of-the-box – and doesn't require significant investment and engineering to deliver an exceptional end-user experience – it reduces training time and resistance, thereby enhancing the overall effectiveness of the knowledge management system and initiative. Ease of use also impacts how readily employees can contribute to and access the knowledge base.	Importance: High
<b>2. Search &amp; Discovery:</b> Effectiveness in retrieving relevant information quickly and accurately	The core of KM is to enable users to find the right information at the right time and in the right context. Advanced search capabilities, including semantic search and AI-enhanced features, ensure the system can contextually understand user queries and return the most relevant results. This reduces time spent searching and increases the value derived from the system.	Importance: Critical
<b>3. AI Capabilities:</b> Ability to identify and create relevant and generate insights	AI can transform KM systems from passive repositories to active assistants. By incorporating AI, KM systems can proactively suggest content, aid in creating and categorizing content, and provide advanced analytics. This leads to a more dynamic, accurate, and personalized user experience and can uncover insights that would otherwise remain hidden.	Importance: High
<b>4. Knowledge Authoring:</b> Supporting the capture and creation of high-quality knowledge in various formats	It is vital that knowledge can be created, captured, and updated easily in the system. This includes supporting various content formats and facilitating collaborative content creation. A system that excels in this area ensures that knowledge is current, comprehensive, and representative of the organization's collective expertise.	Importance: High
<b>5. Reporting &amp; Analytics:</b> Generating actionable insights about knowledge usage with robust data	Reporting and analytics are crucial for understanding how the KM system is being used and its value. This can include tracking which resources are most used, identifying knowledge gaps, and understanding user behavior. Insights gained can drive strategic decisions about content development and system improvements.	Importance: Moderate
<b>6. Administrative Capabilities:</b> Effectiveness in tailoring the management and configuration of knowledge to meet an organization's needs	Effective management of the knowledge base is critical to maintaining its quality and relevance. Features allowing organizations to customize their taxonomies, metadata, governance, curation strategies, workflows, and branding ensure that the system remains organized, accurate, and up-to-date content, and employees have access to the right information. These capabilities are essential for the long-term sustainability of the KM system.	Importance: High
<b>7. Collaboration Capabilities:</b> Facilitating engagement and participation to drive utilization and creation of knowledge	Knowledge creation and sharing are inherently collaborative. Features that facilitate communication and collaboration, like shared workspaces and social tools, enrich the knowledge base and foster a culture of knowledge sharing and collective learning.	Importance: Moderate
<b>8. Integration Capabilities:</b> Ability to connect with other systems and software to better support business processes	KM systems do not exist in isolation. Integrating with other enterprise systems (like CRM, document repositories, and ERP) ensures a seamless flow of information. It avoids siloed knowledge, thereby enhancing the overall utility of the KM system.	Importance: High
<b>9. Security &amp; Compliance:</b> Protecting an organization's intellectual property and sensitive data from unauthorized access	Ensuring the security and integrity of knowledge is paramount, especially in industries with stringent compliance requirements. A KM system must have robust security features to protect sensitive information and comply with relevant laws and regulations.	Importance: Critical
<b>10. Customer Support:</b> Supporting and consulting with customers to ensure successful utilization and adoption of knowledge programs	Responsive and effective customer support is essential, especially when dealing with complex systems. Good customer support ensures issues are resolved quickly, minimizing downtime and maintaining users' trust. To go above and beyond, this must include strategic consultation in measuring ROI and building change management, which is essential to successful knowledge management programs.	Importance: Moderate
<b>11. Technical Performance &amp; Innovation:</b> Forward-thinking product roadmap and commitment to excellence in platform reliability	The technical robustness of the system determines its reliability and scalability. Additionally, a commitment to innovation ensures that the system stays relevant and adapts to emerging trends and technologies in knowledge management.	Importance: High
<b>12. Return on Investment (ROI):</b> Delivering a robust cost-benefit ratio for direct and indirect benefits	The KM system must provide value that justifies its cost. This includes considering the direct and indirect costs. Total Cost of Ownership (TCO) is an important factor that must be considered, and it includes maintenance, training, license renewals, and full-time resources (FTEs) – including expensive software developers – required to support the system. To offset TCO, indirect benefits such as time saved, increased productivity, and enhanced decision-making capabilities must be considered. These are all factors that present an overall ROI for the product.	Importance: High

# The Best Knowledge Management Software Platforms

## 2024 RANKINGS

**Methodology:** Platforms were scored on a scale out of 10 for each category against the criteria provided. The Total Score was then calculated using a weighted average based on the importance level of each category and normalized to the 10 point scale. The platforms selected all adequately meet the baseline criteria. The key differences between them are clearly outlined in the analysis. No single platform met all the criteria in every category, which leaves room for improvement and product innovation.



# Bloomfire Review

**9.1**

Bloomfire is distinguished in the knowledge management landscape for its ease of use, robust and scalable search and discovery mechanisms, and sophisticated AI functionalities. Rated 10/10 for Ease of Use, Bloomfire prides itself on its intuitive interface and seamless multi-platform compatibility, so this high score is well deserved. The platform easily enables all types of users to access and share knowledge, which helps to break down information silos and foster a collaborative environment.

Rating Category	Category Score
1. Ease of Use	10
2. Search & Discovery	9
3. AI Capabilities	9
4. Knowledge Authoring	9
5. Reporting & Analytics	9
6. Administrative Capabilities	9
7. Collaboration Capabilities	8
8. Integration Capabilities	9
9. Security & Compliance	9
10. Customer Support	10
11. Technical Performance & Innovation	9
12. Return on Investment (ROI)	9

The platform's Search and Discovery score (9/10) is bolstered by AI and semantic search technologies that enable fast, precise information retrieval. The AI Capabilities (9/10) extend beyond basic functionality, incorporating content organization, enhanced search features, and analytics to deliver insightful, actionable data. Integrating generative AI with the Ask AI feature exemplifies Bloomfire's dedication to delivering direct, contextually relevant answers sourced from the company's knowledge base, embodying a commitment to AI-enhanced knowledge management.

Bloomfire's Knowledge Authoring is robust (9/10), accommodating a variety of content formats and employing generative AI tools and deep indexing for streamlined access and management. The platform's Reporting and Analytics score (9/10) stands out because it provides detailed customizable insights with visualizations to better inform decision-making processes and educational gaps. Bloomfire's analytics data is easily exported into Excel and other formats, facilitating deeper analysis.

Administrative (9/10) and Collaboration (8/10) Capabilities demonstrate the platform's efficacy in managing content and enhancing team cooperation. Integration (9/10) with key business tools like Slack, Salesforce, Microsoft Teams, Zendesk, and Dropbox with an open API creates adaptability and enriches company workflows. Bloomfire also scored very well in Security and Compliance (9/10) because the platform upholds stringent security standards that ensure the highest data integrity.

The platform had a perfect score of (10/10) for Customer Support because it demonstrated an unparalleled commitment to user satisfaction with swift issued resolution. The platform's knowledge management and change management experts provide exceptional support and consultation, enhancing the user experience. Bloomfire's score of (9/10) for Technical Performance and Innovation was based on its substantial impact on organizational efficiency, strong user satisfaction, and the software's ability to drive an outstanding cost-benefit ratio for companies that choose this platform.

Bloomfire is a comprehensive knowledge management software platform with robust AI features, ease of use, and outstanding customer support, earning a 9.1 out of 10. This knowledge management solution is particularly well suited for businesses seeking to expand knowledge management to enhance sharing, efficiency, and productivity.

## Bloomfire

Bloomfire offers a user-friendly interface, advanced AI search capabilities, and exceptional customer support. It is well-suited for organizations aiming to promote seamless collaboration and improve decision-making through efficient information sharing and management.

PROS	CONS
Intuitive interface, ensuring accessibility for all user type	Most impactful with larger teams
Advanced AI and semantic search capabilities	Advanced content editing options may require html formatting
Superior customer support	Has better results when content is curated



G2 Scoring

## Reviews



### "Transform the Way your team collaborates and learns with Bloomfire"

#### What do you like best about Bloomfire?

In our organization, it is used for knowledge management and sharing; with a friendly user interface and robust set of features, it has helped us quickly and effectively streamline our information-sharing processes. Something I love about this platform is the ability it has to integrate with other tools and systems such as Google Drive and Salesforce, something that has been well seen by the entire team, as it facilitates access to all information within the same place, instead of having to switch between multiple tools, saves time and simplifies everything. Another thing I would highlight about Bloomfire's intuitive search functionality; its advanced search algorithms allow us to find the information we need quickly, even if we don't know exactly where it is stored.

#### What do you dislike about Bloomfire?

One possible drawback, and perhaps the only drawback Bloomfire has, is its cost; although it offers an array of features, its cost can be on the higher side compared to other options on the market. However, I think all the platform's benefits more than justify its price; it provides excellent value for the money invested.



### "Amazing Service and Platform!"

#### What do you like best about Bloomfire?

Bloomfire has created amazing capabilities to offer visibility to so much within an organization. From SOPs, to training, to addendums, PPTs, and so much more. We could not be more thrilled with the level of service and expertise offered from their incredible service team. Easy to navigate, simple to add and delete users; fabulous experience overall!

#### What do you dislike about Bloomfire?

Our company did not find anything that was a detractor for Bloomfire. Each interaction with their team or the portal itself was incredibly easy and helpful.

## Confluence Review

6.9

Confluence is recognized for its robust collaboration and knowledge management capabilities. It is particularly suited to supporting smaller, tech-savvy teams as they work through projects. With a user-friendly interface and intuitive navigation, Confluence scores well in Ease of Use (7/10), offering a streamlined experience that enables quick onboarding across mobile and desktop devices. Its integration with Jira enhances project collaboration, making it an option for agile teams.

Rating Category	Category Score
1. Ease of Use	7
2. Search & Discovery	6
3. AI Capabilities	6
4. Knowledge Authoring	7
5. Reporting & Analytics	6
6. Administrative Capabilities	6
7. Collaboration Capabilities	9
8. Integration Capabilities	7
9. Security & Compliance	7
10. Customer Support	8
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	7

However, Confluence faces challenges delivering finalized, vetted knowledge across the enterprise at scale, particularly in the Search & Discovery (6/10) and AI Capabilities (6/10) categories. While its search functionality supports keyword search and filtering, the absence of semantic search and AI-enhanced discovery may limit its utility for non-technical roles, such as call center representatives. Confluence's AI features, though present, primarily enhance core functionalities rather than offering specialized KM advancements.

In Knowledge Authoring (7/10), Confluence shines with its array of templates and real-time collaborative editing. Yet, it falls short in metadata management and notably underperforms in handling attachments, including video and audio files, impacting content organization and accessibility. This limitation underscores a gap in comprehensive content management and findability.

Technical Performance & Innovation (8/10) illustrates its commitment to maintaining a scalable and adaptive platform with room for growth in pioneering technologies. Minimal Reporting & Analytics (6/10) indicates a need for more profound insights and analytics capabilities to enhance knowledge management decision-making processes.

The platform's most notable strength lies in its Collaboration (9/10) features, affirming that it is a powerful tool for team-based project execution and knowledge sharing. This focus on collaborative features and its capacity to integrate with all Atlassian products and various SaaS platforms for business chat, diagramming, and data visualization enriches this platform as a knowledge-sharing ecosystem. Strong Customer Support (8/10) ensures adequate technical and tactical assistance, facilitating it as a self-service model.

Ultimately, Confluence presents a solid option for knowledge management with an overall score of 7.9 out of 10. It balances its extensive collaborative tools and the need for advancements in analytics, search, and AI features. This evaluation encourages organizations to consider Confluence's potent collaboration capabilities against desired KM sophistication.

## Confluence

Atlassian Confluence is known for its strong collaboration and knowledge management features, which are particularly suited for agile and tech-savvy teams. It is chosen for its user-friendly interface, extensive template library, and seamless integration with Jira.

PROS	CONS
Excellent collaboration tools and integration with Atlassian products	Limited search and discovery capabilities
User-friendly interface and rich template options	Challenges in handling attachments
Strong support for mobile and desktop devices	Poor metadata management





# G2 Scoring

## Reviews



### "Confluence is alright"

#### What do you like best about Confluence?

Can create a page for each meeting that I have with my team and tag people's names on the page (so they receive notifications/updates for the page). Can get a notification for when a page is edited. Good for in-house documentation (wiki).

#### What do you dislike about Confluence?

If there are a lot of pages in a category tree, it's hard to find a page. You can use the search bar, but the search bar isn't helpful for pages whose titles have been renamed.



### "A robust data management platform, but sometimes hard to manage"

#### What do you like best about Confluence?

The real-time editing capabilities and collaborative features make it easy for our team to work together on documents, plans, and ideas. One of Confluence's standout features is its intuitive content creation tools. Whether it's creating detailed documentation, meeting notes, or project plans, the platform's editor is user-friendly and allows for rich formatting. The integration capabilities of Confluence are impressive. Seamless integration with JIRA and other tools in the Atlassian ecosystem, as well as a wide range of third-party apps, has streamlined our workflows.

#### What do you dislike about Confluence?

Similar to JIRA, Confluence has a slight learning curve, especially for new users. Confluence's editor is user-friendly, but I find it somewhat limited. Enhanced formatting features could cater to users with more sophisticated document layout requirements. For example, it's quite impossible to manage Excel-like tables in JIRA.

# Document360 Review



Document360 delivers customer-facing knowledge solutions, emphasizing ease of use (8/10) and knowledge authoring (8/10). Its platform, tailored for technical and non-technical users, features Mark-down and WYSIWYG editors, allowing extensive customization to meet branding needs.

Rating Category	Category Score
1. Ease of Use	8
2. Search & Discovery	8
3. AI Capabilities	8
4. Knowledge Authoring	8
5. Reporting & Analytics	7
6. Administrative Capabilities	8
7. Collaboration Capabilities	7
8. Integration Capabilities	7
9. Security & Compliance	8
10. Customer Support	8
11. Technical Performance & Innovation	7
12. Return on Investment (ROI)	8

Search & Discovery (8/10) and AI Capabilities (8/10) highlight Document360's commitment to efficient content retrieval and innovative AI features. The platform's search algorithms, powered by AI, ensure quick and accurate information access, enhancing user productivity. 'Eddy,' the AI assistant, marks a significant step towards leveraging generative AI for better content interaction and management, although its full potential in enhancing content discovery could be further explored.

Document360's administrative capabilities (8/10) offer robust tools for content governance, categorization, and version control, albeit with areas of improvement for data migration and customization enhancement. The platform's collaboration features (7/10) promote a collaborative knowledge-sharing environment but could be more integrated real-time communication tools.

Its Integration capabilities (7/10) demonstrate Document360's ability to connect with various systems, enhancing its functionality as a comprehensive knowledge management solution. Security & Compliance (8/10) are well-addressed with measures like GDPR compliance and SOC 2 certification, ensuring adequate data protection and privacy features are built into the platform.

Customer support (8/10) is lauded for its responsiveness and quality, with Document360's support team well regarded for its efficient communication and problem-solving capabilities. A good score for Technical Performance & Innovation (7/10) showcases the platform's scalability and customization options despite a noted absence of an accompanying mobile application.

The platform's strong score for delivering ROI (8/10) indicates Document360's transparent and scalable pricing model and significant value, particularly for organizations that want to optimize their knowledge management initiatives. The platform's strength lies in its robust authoring tools, collaborative features, and flexibility in handling various content formats, making it a versatile solution for knowledge management needs.

Despite these strengths, Document360's overall score of 7.7 out of 10 underscores this platform's lack of mobile optimization, real-time communication, and deficiencies in integrating external content sources directly into the knowledge base, which would substantially enrich the platform's capabilities.

## Document 360

Document360 excels in customer-facing knowledge management, focusing on ease of use and effective knowledge authoring. This makes it ideal for technical and non-technical users alike.

PROS	CONS
Strong in search and discovery, backed by AI capabilities	Limited real-time communication tools within collaboration features
High marks in security and compliance	Lacks a comprehensive integration with external content sources
Robust customer support and excellent administrative capabilities	



G2 Scoring

## Reviews



### "Easy Collaboration, but Challenging UX"

#### **What do you like best about Document360?**

I love how I can pull in team members to write and review various articles on which they are the SME. It ensures that our documentation is accurate, and continuously updated.

#### **What do you dislike about Document360?**

The User Interface can be a bit challenging to navigate. The different editor versions can not be switched between, and this makes the review and editing process more challenging that needed.



### "Holistic product for documentation needs"

#### **What do you like best about Document360?**

Document360 integrates with a variety of tools that our company already uses, which made it stand out as a choice for us while we assessed new tools.

In addition to integrations, Document360 also has great support for knowledge bases with large volumes of articles. The article URL redirect tool and variables are particularly useful.

#### **What do you dislike about Document360?**

While it does integrate with many tools, some of the integrations are not as robust as we would like. There are some things we would like to customize or have more control over in our integrations, but Document360 does not grant that level of control.

## eGain Review

6.8

eGain emerges as a tailored solution for customer-facing knowledge management, distinguishing itself with specialized tools for enhancing customer service. Despite its commendable flexibility in communication channels and real-time support options, eGain's Ease of Use (5/10) scores moderately. This lower score reflects the system's dependence on experienced resources for intuitive interface development, underscoring a potential hurdle in user adoption and productivity.

Rating Category	Category Score
1. Ease of Use	5
2. Search & Discovery	9
3. AI Capabilities	8
4. Knowledge Authoring	7
5. Reporting & Analytics	7
6. Administrative Capabilities	6
7. Collaboration Capabilities	7
8. Integration Capabilities	8
9. Security & Compliance	6
10. Customer Support	5
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	5

In the Search & Discovery (9/10) arena, eGain excels thanks to its integration of Semantic & AI technologies within the eGain Knowledge Hub™. These innovations ensure efficient and accurate information retrieval, which is crucial for dynamic customer service environments. While eGain supports its Knowledge Authoring (7/10) by adequately supporting article creation and publishing, it has shortcomings in managing deletions, which may introduce risks related to content recovery and unauthorized access. It is a big area for future improvement.

Administrative Capabilities (6/10) reveal eGain’s extensive and complex taxonomy and data migration features, suggesting that achieving its full potential requires specialized expertise for optimal management. eGain’s Collaboration capabilities (7/10) underscore the system’s support for effective communication and teamwork, which are crucial for operational efficiency and knowledge sharing.

Extensive Integration Capabilities (8/10) demonstrate eGain’s strong compatibility with CRM and ERP systems, marking it as a comprehensive customer engagement solution within its ecosystem. Lower scores for Security & Compliance (6/10) and Customer Support (5/10) suggest areas for improvement, particularly in comprehensive risk management and the availability of in-depth support and consultation without incurring additional costs.

This platform’s strong Technical Performance & Innovation (8/10) score reflects eGain’s commitment to technological advancement and scalability and justifies its overall positive industry reputation. Despite these strengths, eGain had a lower ROI (5/10) score, mainly due to the significant costs associated with customization, deployment, and maintenance.

With an overall score of 6.8 out of 10, eGain offers robust customer engagement and knowledge management solutions with strong search and integration capabilities. This platform is best applied as a customer service platform. Shortcomings around the platform’s ease of use, knowledge-authoring vulnerabilities, and the high cost of leveraging eGain’s full feature suite underscore the need for a thorough evaluation before purchasing this solution.

## eGain

eGain is tailored for customer-facing knowledge management, enhancing customer service with strong search and integration capabilities. It stands out for its Semantic & AI technologies and real-time support options.

PROS	CONS
Exceptional in search and discovery due to Semantic & AI integration	Lower ease of use, indicating a need for experienced resources for optimal setup and user adoption
Strong integration capabilities with CRM and ERP systems	Security and compliance, along with customer support, could see improvements
Good support for mobile and desktop devices	



G2 Scoring

## Reviews



eGain Knowledge Hub



"Good system overall. Does need some updates."

**What do you like best about eGain Knowledge Hub?**

You have Useful info at fingertips is available.

**What do you dislike about eGain Knowledge Hub?**

This is kind of an outdated system it seems like compared to other systems.



"Best of all hub"

**What do you like best about eGain Knowledge Hub?**

I like how accessible and how it provides so much answer to all FAQ.

**What do you dislike about eGain Knowledge Hub?**

For now i am waiting for more options to easity sort the hub to save time



### Guru Review

8.4

Guru knowledge management software is optimal for smaller teams in collaborative organizations. Its clean, straightforward interface makes it easy for users to find what they need, earning it a high Ease of Use score (9/10). However, users may find organization and searchability increasingly challenging as content scales.

Rating Category	Category Score
1. Ease of Use	9
2. Search & Discovery	9
3. AI Capabilities	8
4. Knowledge Authoring	8
5. Reporting & Analytics	7
6. Administrative Capabilities	8
7. Collaboration Capabilities	8
8. Integration Capabilities	9
9. Security & Compliance	8
10. Customer Support	9
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	9



Guru's strength in Search and Discovery (9/10) is significantly enhanced by its Semantic and AI technologies, ensuring fast and accurate retrieval of information tailored to user needs. The platform incorporates AI Capabilities (8/10) across key areas, providing relevant content suggestions, streamlining search efficiency, and identifying subject matter experts to aid users.

While Guru excels in these aspects, it lacks support for fully rendering and searching attached documents, which impacts its Knowledge Authoring score (8/10). The platform's document management and content accessibility features can be improved so that all types of knowledge are discoverable and included in AI-driven suggestions.

The platform's Reporting & Analytics (7/10) offers deep insights into usage and content engagement, enabling organizations to identify and address knowledge gaps effectively. Despite its strengths, Guru could benefit from enhanced customization options, as reflected in its Administrative Capabilities (8/10).

Guru's Collaboration Capabilities (8/10) and seamless Integration Capabilities (9/10) with tools like Slack, MS Teams, and Salesforce support effective team collaboration and workflow integration. Its security and compliance score measures (8/10) ensures data safety and adherence to regulatory standards, instilling confidence in users about their data's integrity.

Guru's Customer Support (9/10) offers responsive and helpful assistance to users. This software platform needs to improve its handling of change management, which keeps it from scoring higher for ROI. Guru's Technical Performance and Innovation score (8/10) demonstrates a solid commitment to maintaining a scalable and innovative platform.

Guru's KM platform offers ROI (9/10) through its ease of implementation and comprehensive value against the total cost of ownership. With an overall score of 8.3 out of 10, Guru is a good option for smaller teams looking to foster an open, engaged, and well-informed workforce.

## Guru

Guru knowledge management software offers a user-friendly interface tailored for smaller teams and collaborative organizations, promoting ease of use and efficient information retrieval through advanced search and AI technologies.

PROS	CONS
Clean, straightforward interface	Challenges in organization and searchability as content scales
Strong search and discovery features, backed by cutting-edge semantic and AI technologies	Limited support for rendering and searching attached documents
Good integration capabilities	Lacks customization options



G2 Scoring

## Reviews



Guru



### "Best Knowledge Base Tool"

#### What do you like best about Guru?

I like how Guru is very organized despite having different departments in our account. Team Leads can also create their own cards and knowledge base that is helpful for their teams. This tool will make sure that your team is updated with everything and you will even see how many people from your team have read the important update. You will also see which card is very useful since you will see how many people are using that specific card and how many times they've used it.

#### What do you dislike about Guru?

In our company, their features are very useful and nearly perfect. I would say that the "intelligent search" needs improvement. There are times when we search using a specific keyword but it is too far from what we were looking for. There are also cards that would come up but are not related to the word we used.



### "Great for GTM Teams"

#### What do you like best about Guru?

We use Guru in our Go-To-Market (GTM) department, which includes Sales, Customer Success, Sales Enablement, and Partners team. It's a great knowledge repository that allows you to document processes and capture product knowledge. You can create collections for various products and include anything from FAQ, product overviews, and suggested language.

End-users can submit comments that are routed to the admins should you have any questions about the content. You can also see if this Guru card is up-to-date or if the information has been unverified. Guru card owners will receive an update letting them know there are comments that need to be addressed or that it's time to review the content to ensure accuracy.

I also love that Guru integrates with various tools we use at our company: Salesforce, Front, etc.

#### What do you dislike about Guru?

Without a proper content strategy, Guru can become messy. Organizations really need to spend time planning who will own what and who is responsible for creating and updating their Guru cards.

Sometimes users are unable to find Guru cards because the "right" keyword wasn't included in the Keywords section. I have provided this feedback to our internal teams and Guru.

## HelpJuice Review

7.2



HelpJuice is a knowledge management platform optimized for customer support, streamlining content creation, and administration. For ease of use (8/10), it offers an intuitive interface, simplifying tasks for authors and administrators. Despite its user-friendly nature, there are reported challenges in navigating and retrieving information, indicating a need for interface enhancements.

Rating Category	Category Score
1. Ease of Use	8
2. Search & Discovery	8
3. AI Capabilities	5
4. Knowledge Authoring	7
5. Reporting & Analytics	8
6. Administrative Capabilities	7
7. Collaboration Capabilities	5
8. Integration Capabilities	6
9. Security & Compliance	8
10. Customer Support	8
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	8

The platform's Search & Discovery (8/10) features effectively leverage AI and semantic search, though it lacks generative AI capabilities (5/10), which are increasingly common in other knowledge management platforms. Its Knowledge Authoring (7/10) capabilities are robust, with rich text editing and various content types supported. However, metadata customization requires external services, indicating a need for greater autonomy in content management.

Reporting and analytics (8/10) are one of HelpJuice's strengths, offering in-depth insights into content utilization and knowledge base performance. However, despite these robust reporting capabilities, the reporting setup process requires more effort. The platform's Administrative Capabilities (7/10) include solid content management features but lack detailed customization options like advanced tagging, which can impact the flexibility of this solution.

Collaboration (5/10) is basic, focusing mainly on content feedback without fostering broader collaborative efforts. HelpJuice's Integration Capabilities (6/10) provide essential connections with platforms like Google Analytics but miss crucial CRM integrations, limiting comprehensive customer experience management.

Security & Compliance (8/10) are well addressed with adherence to GDPR and HIPAA data security compliance, although there's room for additional enhancements to match evolving security standards. HelpJuice's Customer Support (8/10) features offer effective assistance, though some users report considerable delays in customization support. Technical Performance & Innovation (8/10) shows solid scalability and data management but calls for broader technological advancements.

The ROI (8/10) of HelpJuice emphasizes its competitive edge in terms of cost-efficiency and support for customization. As a knowledge management solution, HelpJuice stands out for its robust analytics and straightforward content authoring, although it requires advancements in AI, collaboration, and integration to bolster its overall utility. Awarded a 7.2 out of 10 score, HelpJuice establishes a strong base with considerable room for expanding and improving its features and functionality.

## HelpJuice

HelpJuice specializes in knowledge management for customer support, offering an intuitive interface and straightforward content management emphasizing enhancing user and customer experiences.

PROS	CONS
Intuitive interface and user-friendly design	Limited AI capabilities and metadata customization
Strong reporting and analytics	Collaboration features are basic and lack extensive CRM integration
Adheres to essential security and compliance standards	Customization options for knowledge base design are limited and may not meet all branding requirements



G2 Scoring

## Reviews



Helpjuice



### "Great Customer experience and feature rich platform"

#### **What do you like best about Helpjuice?**

The ability to fine-grain control the auth, automatically assign users to groups and localization features, and expert CSS support for free

#### **What do you dislike about Helpjuice?**

I genuinely think HelpJuice has the worst text editor I've ever used: whether it's the new WYSIWYG or the legacy editor. Switching to markdown is an option, however, most of the features that make HelpJuice unique aren't enabled there.



### "Very good experience with a great support service"

#### **What do you like best about Helpjuice?**

Helpjuice is easy to use, and the support service is very quick to respond when we have questions. Creation and implementation of the solution is very easy.

#### **What do you dislike about Helpjuice?**

The only pain point is the customization. We need to ask for support or have someone that is relevant in coding

## MarketLogic Review

**7.1**

MarketLogic is a unique contender in Knowledge Management (KM), tailored specifically for market research & insights functions in finance, retail, and healthcare sectors. Designed to be a central hub, it aims to streamline the assimilation and analysis of diverse consumer and market data, facilitating informed decision-making and strategic planning.

Rating Category	Category Score
1. Ease of Use	8
2. Search & Discovery	8
3. AI Capabilities	8
4. Knowledge Authoring	6
5. Reporting & Analytics	8
6. Administrative Capabilities	7
7. Collaboration Capabilities	7
8. Integration Capabilities	7
9. Security & Compliance	6
10. Customer Support	7
11. Technical Performance & Innovation	7
12. Return on Investment (ROI)	7

MarketLogic presents a user-friendly interface, scoring a commendable 8/10 in Ease of Use. Its intuitive design and integration of varied data sources simplify navigation and access, promoting an efficient knowledge management experience. However, the platform demands a certain level of expertise in information architecture for optimal utilization.

In Search & Discovery (8/10), MarketLogic shines with its Semantic & AI capabilities, ensuring precise and rapid retrieval of necessary insights. This is somewhat constrained by the platform's customization limitations – particularly its inability to incorporate organization-specific metadata, which could otherwise enhance the contextual alignment of search results with user needs.

When examining AI Capabilities (8/10) and Knowledge Authoring (6/10), MarketLogic shows varied results. Despite boasting robust AI-driven search functionalities, the platform's application of AI beyond search is restricted, impacting its adaptability to diverse user scenarios. Knowledge authoring underscores another critical shortcoming – the absence of new content creation and customization without significant external intervention, curbing the dynamism typically associated with KM systems.

Reporting & Analytics (8/10) stand out as a strength, with MarketLogic offering insightful tools that track and analyze knowledge usage. This capability is crucial for identifying operational inefficiencies and knowledge gaps, fostering an environment geared towards continuous improvement and strategic foresight.

Administrative Capabilities (7/10) and Collaboration Capabilities (7/10) reflect a more constrained operational flexibility. While MarketLogic provides basic administrative tools and collaborative features, any substantial customization or deeper collaborative engagements necessitate direct involvement from MarketLogic's team, limiting self-sufficiency and spontaneous team interactions.

The same narrative extends to the platform's Integration Capabilities (7/10) and Security & Compliance (6/10) aspects. MarketLogic exhibits solid foundational strengths but reveals gaps in software integration and security features, areas where it could enhance its alignment and compliance with broader industry standards.

The Customer Support (7/10) framework aligns with conventional B2B SaaS models, offering standard support but failing to exceed customer expectations without additional investments.

In Technical Performance & Innovation (7/10), MarketLogic demonstrates competent data handling and a forward-looking approach to market intelligence. However, it faces the challenge of expanding its innovative edge within the KM domain.

MarketLogic's ROI (7/10) and value proposition are weighed against its pricing and the necessity for specialized support. While it harbors the potential to transform market insights into actionable intelligence, prospective clients must consider the balance between its analytical capabilities and the total cost of ownership. MarketLogic's offerings are nuanced, reflecting a blend of strengths and areas needing enhancement, culminating in an overall score of 7.1 out of 10.

## MarketLogic

MarketLogic is specifically designed for market research and insights across finance, retail, and healthcare sectors. It streamlines consumer and market data analysis and assimilation, promoting informed strategic decisions.

PROS	CONS
User-friendly interface and efficient integration of diverse data sources	Requires expertise in information architecture for optimal use
Strong search and discovery features	Integration and security features fall short of industry standards
Comprehensive reporting and analytics tools	UI can be overwhelming for new users



# G2 Scoring

## Reviews



Market Logic Software



### "Decent platform with good ROI"

#### What do you like best about Market Logic Software?

One of the best things about this platform is price compared to competition. I also found their social media data to be more accurate. The interface was easy to use for someone without previous training with the product.

Review collected by and hosted on G2.com.

#### What do you dislike about Market Logic Software?

Customer support can see some improvements esp. internationally. When we had an issue with the platform, the local office in Chicago was not of help and we had to wait for the next business day to resolve the issue



### "Marketing Insights Platform REVIEW"

#### What do you like best about Market Logic Software?

This platform is very straight forward and simple to learn how to use. Insightful when analyzing marketing goals and sales ROI.

Review collected by and hosted on G2.com.

#### What do you dislike about Market Logic Software?

I've had specific software issues resulting in complete shutdown. It happens very infrequently, but something to note.





Total Score: 7.2/10

# Microsoft Sharepoint with Copilot Review

7.2

Microsoft SharePoint with Copilot enhances the Microsoft 365 ecosystem, offering AI-driven knowledge management and content creation capabilities. This platform's integration with Copilot signals a significant leap in simplifying site management and content development, targeting UI/UX designers and power users with tools to efficiently transform content into engaging SharePoint pages. Despite its promising features, SharePoint with Copilot's Ease of Use (6/10) relies heavily on the initial setup by staff skilled in information architecture, creating a steeper learning curve for the broad population of employees and the necessity for proficiency in software engineering to leverage Copilot's open-ended AI functionality fully.

Rating Category	Category Score
1. Ease of Use	6
2. Search & Discovery	9
3. AI Capabilities	9
4. Knowledge Authoring	6
5. Reporting & Analytics	7
6. Administrative Capabilities	8
7. Collaboration Capabilities	7
8. Integration Capabilities	7
9. Security & Compliance	8
10. Customer Support	5
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	5

The Search & Discovery aspect of Sharepoint, rated at (9/10), benefits from AI innovations and, most notably, improvements in search efficiency and accuracy. However, Copilot's inconsistent performance in extracting precise answers from documents opens up room for improvement. This platform's Knowledge Authoring (6/10) functionality is supported by robust text editing, intelligent metadata management, and AI-driven templates. Still, the capture of a diverse set of content formats remains limited without external integrations.

Administrative Capabilities (8/10) and Reporting & Analytics (7/10) are some of the most vital aspects of SharePoint with Copilot. They allow for streamlining workflows using AI-enhanced custom reporting tools. Effectively utilizing these advanced features requires specialized training resources for proper administration, underlining a gap between this software's full reporting potential and ease of access.

Collaboration (7/10) is effectively facilitated through SharePoint's deep integration with Microsoft 365 applications, promoting seamless cooperative efforts on documents and projects. Integration Capabilities (7/10) highlight SharePoint's strong connections within the M365 suite, such as Dynamics CRM and ERP systems, within the Microsoft suite. Extending these integrations beyond the Microsoft ecosystem necessitates custom development, which can create limitations.

Customer support (5/10) includes extensive self-service resources, but the level of support varies by service tier, and more in-depth, personalized support requires additional contracts.

The ROI of SharePoint with Copilot (5/10) is a balancing act between its monthly \$30 per user cost and the potential for enhanced productivity and collaboration. Successful deployment and utilization demand significant investment in training and technical resources, underscoring the importance of considering total cost and organizational readiness for adopting this advanced platform. With an overall score of 7.9 out of 10, Microsoft SharePoint with Copilot offers a standard knowledge management and content creation solution with significant cost considerations, complexity, and the need for specialized implementation expertise.

## Microsoft Sharepoint with Copilot

Microsoft SharePoint with Copilot enhances collaboration and knowledge management within the Microsoft 365 ecosystem, using AI to simplify content creation and site management. It's designed for users with a good grasp of information architecture and aims to make SharePoint pages more engaging.

PROS	CONS
Progressive AI-powered content creation tools	High dependence on skilled setup and a steep learning curve
Strong integration within the Microsoft ecosystem	Limited native support for diverse content formats
Effective administrative and reporting tools	High cost of ownership



# G2 Scoring

## Reviews



### "Optimizing Collaboration: A Comprehensive Review of SharePoint's Features and Functionality"

#### **What do you like best about Microsoft SharePoint?**

"I find Microsoft SharePoint particularly impressive for its excellent collaboration capabilities and robust document management system. The platform's ability to be customized to fit various business needs, along with its seamless integration with the Microsoft ecosystem, makes it a standout choice. It's also notable for its strong security measures, scalability, and support for automated workflows. The fact that it allows remote access is a huge plus, especially in today's increasingly digital and remote work environments. The community around SharePoint is also a great resource, and the regular updates and improvements from Microsoft ensure it stays relevant and efficient."

#### **What do you dislike about Microsoft SharePoint?**

"SharePoint's complexity and steep learning curve can be overwhelming, especially for new users. It often faces performance issues in larger systems and can be costly for small businesses. Its strong tie to the Microsoft ecosystem may not fit well with varied software environments. Customization options are good but can feel limited in design and interface. Migrating or integrating SharePoint is complex and time-consuming. Frequent updates, although useful, can disrupt established workflows. Also, SharePoint Online requires a stable internet connection, which is a drawback in areas with limited connectivity."



### "Great Product"

#### **What do you like best about Microsoft SharePoint?**

you can access the docs in SharePoint from anywhere as long as you have internet and SharePoint access. The system does have decent tech and customer support to help navigate issues it also has various features that can make it the go-to place for all your work data platforms.

#### **What do you dislike about Microsoft SharePoint?**

it is not the most user-friendly. Often it's difficult to find a document and often when someone else shares a file via SharePoint it does not provide any access and can create an issue when there is a time constraint.

# Oracle Review

**7.3**

Oracle Knowledge Management tool stands out for its integration within the more extensive Oracle software suite, making it a go-to choice for teams deeply embedded in Oracle’s ecosystem, especially in CX/CS functions. Despite offering a comprehensive suite for architects, content creators, and analysts, its ease of use scores a moderate 5/10, which reflects the need for specialized resources to enable a user experience that will facilitate adoption by the organization’s end-user community.

Rating Category	Category Score
1. Ease of Use	5
2. Search & Discovery	9
3. AI Capabilities	8
4. Knowledge Authoring	7
5. Reporting & Analytics	8
6. Administrative Capabilities	7
7. Collaboration Capabilities	7
8. Integration Capabilities	9
9. Security & Compliance	8
10. Customer Support	5
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	5

Knowledge authoring (7/10) capabilities present challenges due to their complexity, necessitating user training to take advantage of all their capabilities. Additionally, Oracle's administrative capabilities (7/10) highlight the need for enhanced curation and sharing options for end-users because this platform lacks support for newsletters and feeds. Oracle does support a robust set of integrations (9/10), specifically other tools in the Oracle ecosystem. Oracle's integration capabilities may not perform as well as a standalone knowledge base tool or with other SaaS platforms.

Oracle's Collaboration capabilities (7/10) offer essential tools for knowledge sharing, though they lack the depth found in platforms dedicated solely to collaboration.

A crucial aspect of Oracle's offering is its Technical Performance & Innovation (8/10), underscoring how Oracle succeeds in delivering a scalable solution to the enterprise.

The ROI and Total Cost of Ownership (TCO) (5/10) for Oracle Knowledge Management reflect a nuanced balance. Proper configuration and management can significantly enhance support agent efficiency and simplify onboarding. Yet, the substantial cost of training, implementation, and maintenance—highlighted by the need for ongoing configuration changes, tuning, and potential professional services—underscores the critical consideration of TCO in the decision-making process.

Scoring 7.3 out of 10, Oracle's Knowledge Management solution offers a robust suite ideal for Oracle-centric organizations, with strong integration capabilities and an advanced feature set. Nonetheless, this tool's complexity, collaboration limitations, and the significant costs associated with its deployment and maintenance highlight the need for careful strategic planning.

## Oracle Knowledge Management

Oracle Knowledge Management provides an integrated solution within the Oracle ecosystem, ideal for organizations deeply ingrained with Oracle services, especially in customer experience and support functions.

PROS	CONS
Strong integration capabilities within the Oracle suite	Moderate ease of use, requiring specialized training
High technical performance	Limited collaboration tools
Robust knowledge authoring capabilities	Higher total cost of ownership and maintenance



G2 Scoring

## Reviews



### 'Oracle InQuira...way too old'

**What do you like best about Oracle inQuira?**

Its one of the first generation KM tools that serves the purpose.

**What do you dislike about Oracle inQuira?**

Very complex environment, with specific technical skills required to generate any kind of reports



### "Excellent and seamless experience"

**What do you like best about Oracle inQuira?**

Ease of use, simple UI is the best about the Oracle inQuira

Review collected by and hosted on G2.com.

**What do you dislike about Oracle inQuira?**

There are some bugs in nthe software that affect the features and results sometimes.

# Salesforce Knowledge Review

6.9

Salesforce Knowledge, part of the Salesforce ecosystem, is a platform with a steep learning curve. It emphasizes the necessity of customization to optimize its extensive features for specific organizational needs. This platform's complexity demands a tailored approach to user interface customization, balancing sophisticated functionality with user accessibility, which is the reason behind its lower Ease of Use score (6/10).

Rating Category	Category Score
1. Ease of Use	5
2. Search & Discovery	9
3. AI Capabilities	8
4. Knowledge Authoring	7
5. Reporting & Analytics	8
6. Administrative Capabilities	7
7. Collaboration Capabilities	7
8. Integration Capabilities	9
9. Security & Compliance	8
10. Customer Support	5
11. Technical Performance & Innovation	8
12. Return on Investment (ROI)	5

The Knowledge Authoring (5/10) capabilities of this platform are notably constrained, focusing primarily on text-based content while lacking native support for broader content formats such as audio and video and lacking any external app integrations. This limitation narrows its utility to mainly text-based articles for customer service and self-help applications.

Salesforce's Einstein AI (6/10) allows organizations to create insights across the entire Salesforce Suite, bringing intelligent enhancements to the search and discovery experience (8/10). The Salesforce platform's Administrative (6/10) features offer robust article management and customization options but fall short regarding record management and data migration.

Collaboration (7/10) within Salesforce Knowledge benefits from Salesforce's Chatter and shared workspaces, though deeper integration with external tools could amplify its collaborative potential. The platform's integration (8/10) strengths lie within the Salesforce ecosystem, facilitating seamless knowledge access and management but extending less effectively beyond it without additional APIs and third-party integrations.

Salesforce's commitment to security and compliance (9/10) with global standards like GDPR and HIPAA earns high marks, ensuring user data protection and adherence to legal data security requirements. However, its technical performance (7/10), while benefiting from Salesforce's scalable architecture and AI enhancements, needs to improve in integration with external products.

The lower ROI and TCO score (5/10) for Salesforce Knowledge underscores this. At the same time the platform has the potential to enhance productivity within a centralized business task management framework. However, achieving maximum ROI requires significant customization and integration efforts, which ultimately will cost more money. The subscription-based pricing model offers scalability but also reflects the costs related to customization, integration, and ongoing support.

With a score of 6.9 out of 10, Salesforce Knowledge's robust features are designed to improve customer service and operational efficiency, balanced against the challenges and required investments to exploit its capabilities fully.

## Salesforce Knowledge Management

Salesforce Knowledge Management serves as a component within the broader Salesforce ecosystem, aimed primarily at enhancing customer service operations through comprehensive knowledge sharing and management.

PROS	CONS
Strong integration within the Salesforce platform	Steep learning curve
High commitment to security and compliance	Limited native support for diverse content formats
Effective use of Salesforce's Einstein AI for improved search and discovery	Higher total cost of ownership due to extensive customization and integration requirements





# G2 Scoring

## Reviews



"i had a great experience with Salesforce"

### What do you like best about the Salesforce Platform?

Salesforce offers a comprehensive and user-friendly CRM platform. The customizable features and robust analytics have significantly improved our sales processes, providing a centralized hub for managing customer relationships. The cloud-based system enhances accessibility, making it a valuable asset for our team.

### What do you dislike about the Salesforce Platform?

While Salesforce is powerful, the initial learning curve can be steep. Navigating through its various features and customization options can be overwhelming for new users. Additionally, the pricing structure, especially for smaller businesses, may pose a challenge and require careful consideration of budget constraints



"Salesforce Review"

### What do you like best about the Salesforce Platform?

Salesforce platform is an easy-to-use interface for all users whether they are from a programming background or not. Any person with zero Coding Knowledge can effectively use the Salesforce Platform without any help because of its point-and-click technique.

### What do you dislike about the Salesforce Platform?

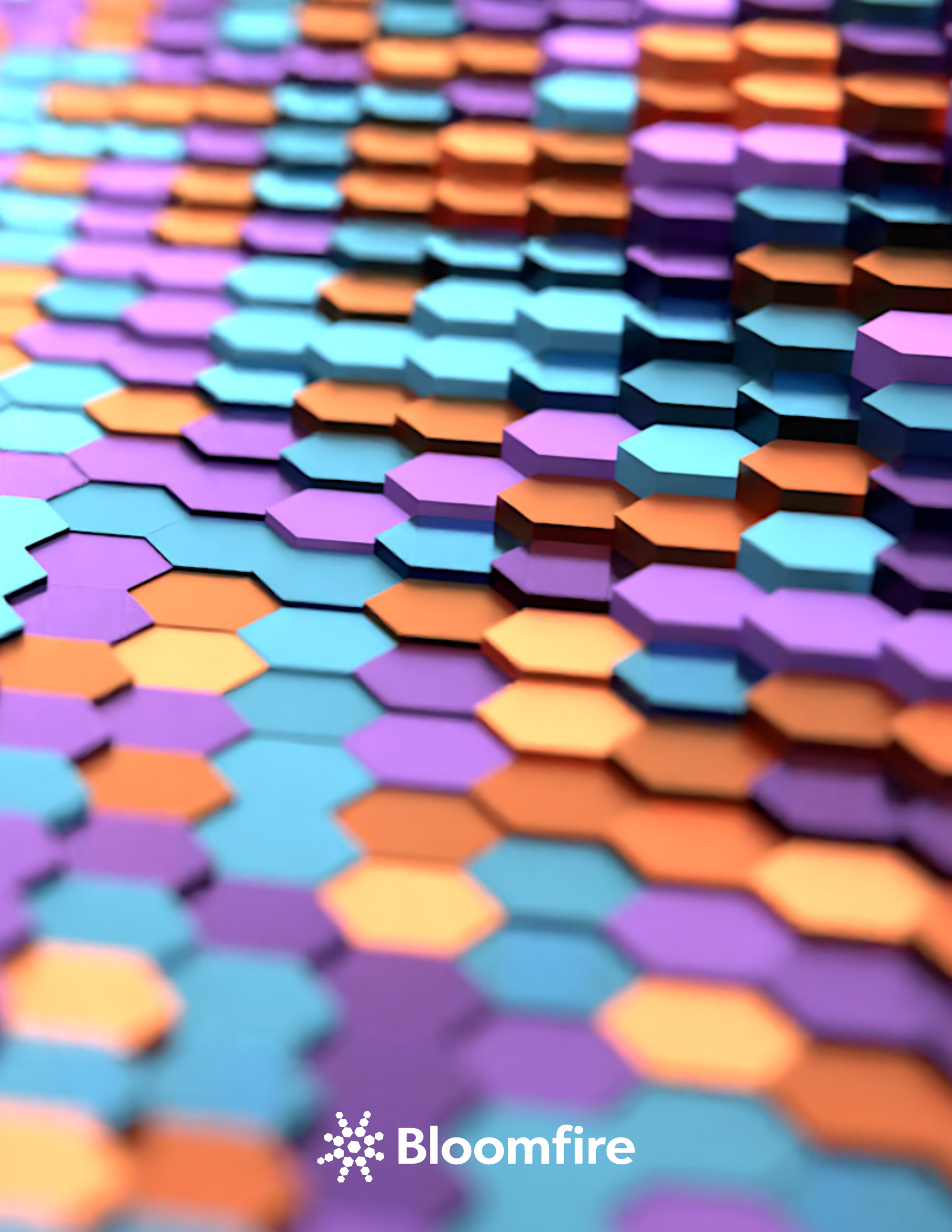
Salesforce does not have its application, it can only be accessed by the web. A salesforce account is deleted if a user is inactive for more than 6 months. It has a non-interactive interface and it is very slow sometimes.



The Knowledge Management Guidebook 2024

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