

KnowledgeXpert

Enterprise Knowledge Management

Maximise your
Intellectual Capital.

Unify Your Knowledge
Resources.



Discover knowledge content with a single search across enterprise and worldwide resources (including LexisNexis, Westlaw, WorkSite, Microsoft Index Server and many more)



Create knowledge content within a web based content platform



Collaborate and share knowledge content across the enterprise



Create & Collaborate Knowledge Content

An integrated Knowledge Management solution is vitally important to the success of an organisation

Leverage your organisation's collective wisdom with the integrated KnowledgeXpert eDiscovery & Content solution unifying internal corporate databases and external worldwide resources.

Intuitive, Easy to Use Interface

An intuitive web based interface provides rapid information discovery and simple processes for capturing content to the KnowledgeXpert web portal.

Innovation & Competitive Edge

Build a culture of innovation and retain your competitive edge by providing staff with streamlined access to knowledge resources.

Knowledge Content Portals

Create an unlimited number of Content Portals (e.g. Staff, Management, Legal, etc.). Publish to Portal parameters and content expiration enables you to decide on content availability.

Electronic Journal Circulation

Capture Electronic Journals within KnowledgeXpert's content portal and allow users to subscribe to selected Journals and be automatically notified when new issues are available.

Research / Request Forms

Web based forms for capturing and managing all types of research and action requests with automatic email notifications and escalation.

Integrated Workflow

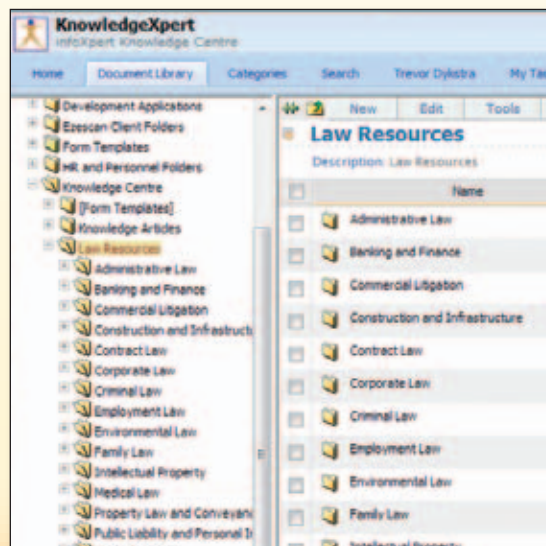
Build complex workflow scenarios to streamline and automate your business processes.

Microsoft Office Integration

Capture office documents and emails into the Content Portal enabling further collaboration with other users and workflow for further action.

User Defined Fields

Apply custom metadata fields to folders, documents and objects to assist with content filtering, tagging and integration to external systems.



Protect your investment

Maximise your investment in existing information systems by using KnowledgeXpert as the eDiscovery platform that combines all essential resources in a single search.

Effortless Deployment

Effortless deployment across the enterprise with a zero client footprint Web user interface.

Document Collaboration

The centralised digital workspace facilitates content collaboration with version control whenever a document is modified.

Intelligent Document Creation

Create standardised documents and knowledge base articles using Web based Form Templates with automatic rendering to PDF format.

Save Time with Index Topics

Create Index Topics with links to popular resources across existing internal systems and worldwide databases. Staff simply browse & launch popular topics without having to search each time.

Other Features:

- Browser based user interface
- Microsoft .NET architecture
- Full text searching
- Native format publishing
- Thumbnail view for images
- Drag'n'drop using Win Explorer
- Built in Gadgets for Portal design
- Version control
- WebDAV and Web Services API
- "Hot folders" automated import
- Email capture
- Digital signatures
- Active directory integration
- TIFF to PDF conversion
- ISO document control & approvals
- Multi step workflow & escalation
- Email alerts & notifications
- Supports HTTPS-SSL encryption
- Audit logging
- Comprehensive security parameters

eDiscovery & Federated Search

Search across enterprise information systems and external worldwide resources using a single search including Document & Library Systems, Intranets and LexisNexis.

If your organisation relies upon and uses multiple internal and online information resources, then you need to consider how to ensure these are quickly accessed and searched in a manner that makes sense for your users.

Focus on the Business Needs

Focus on the needs of the business and not on the "where and how to find the right information" by providing a single integrated search interface to all essential information resources.

Single Search Gateway

Replace the time consuming tasks of logging into countless systems, electronic databases and online subscriptions using a single, easy to use interface.

Resource Grouping

Information resources can be grouped by type or organised by department to make content easy to identify and use.

Personalisation & Bookmarks

Content returned from a search can be personalised via individual bookmarks and the creation of content collections.

Save Searches

Save time with ability to re-run saved searches and bookmark selected results.

Maximise Online Subscriptions

Increase usage and awareness of online subscription services by enabling searching across multiple subscribed resources from a single portal.

Unified Display

"One Stop Search" providing single click access from search results to the source content.

Protect Your Data

KnowledgeXpert can be installed on your own servers safely behind your firewall for data security.

Audit

Audit facilities enable you to discover user search history and usage to maximise your investment in subscription servers.



Real-time Federated Search

All resources are searched simultaneously and results are delivered in real time. This means up to date results without additional enterprise indexing software and hardware.

Automatic Login

Automatic login and searching reduces the need to remember numerous passwords for different resources. Parameters for usernames can be defined at user, workgroup or organisation levels.

Define by Department

Define the information resources available to each department and workgroup.

Simple Search Interface

Features Google-like search interface. Users can choose to display or hide any of the source results as required.

Suited To Your Organisation

KnowledgeXpert is ideal for a range of industries including Law, Financial Services, Healthcare, Professional Services, Local Government and Government departments.

Extensive Connector Library

Choose from an extensive set of connectors including:

- Document Management: infoXpert eDRMS, Interwoven Worksite, OpenText LiveLink.
- Library Management: Horizon SydneyPlus, Inmagic Genie.
- Online Subscriptions: LexisNexis, Lawtel, Westlaw (and many more)
- Intranets & File Systems: Microsoft Index Server, Sharepoint, ISYS 8.
- Internet Resources: BBC News, Google, FSA.
- Databases: Microsoft SQL Server, Lotus Notes.

Custom connectors can be built to search services with an HTTP / XML interface.

Other Optional Modules

KnowledgeXpert can be expanded into an integrated Enterprise Document, Records & Content Management solution with a wide range of optional modules and features.



Records Management & Compliance

Ensure your organisation is compliant with statutory, legal and record keeping requirements with the integrated Records Management module for the secure capture of all records & documents. Features retention & disposal management which control the entire life cycle of all finalised records.



Auto Response Letter Generator

Generate automatic response letters in MS Word inserting content from the original document (e.g. Name and Address) at bookmarks in the document template. Build separate template categories for different functions or each department.



PDF Annotations & Document Navigator

The Document Navigator module makes it easy to quickly read the contents from a list of documents. Annotations & redlining can be applied to PDF documents including sticky notes, text highlighting, drawings, stamps (e.g. approved) and redaction ("black out") of sensitive information.



Our Service is the Difference....

In addition to the ease of use, comprehensive features and increased productivity it is the infoXpert service that is the key factor why organisations choose our KnowledgeXpert solution.

Our excellence in customer support together with the professional implementation services from our team of friendly and experienced staff ensures that the transition to KnowledgeXpert is on time and on budget. Our comprehensive range of services includes:

- ✓ Project management & planning
- ✓ Administrator and End User training
- ✓ Data conversion & migration
- ✓ Installation & integration services
- ✓ Software support services
- ✓ Custom integration services



System Requirements & Scalable Architecture

The multi-server distributed ASP.NET architecture of **KnowledgeXpert** allows you to install the different components across multiple servers to achieve load balancing.

Database & Web Server	Operating System: RDBMS: Other:	Microsoft Windows Server 2003 and above Microsoft SQL Server 2000 and above Adobe Acrobat PDF iFilters Microsoft .NET v2, v3.5 frameworks
Web Client	Web Browser	Internet Explorer v6 and above Mozilla Firefox v3 and above
Enhancement Modules (for modules such as Document Navigator, infoXpert Workbench and Scanning to PDF)	Operating System:	Microsoft Windows XP sp3 and above



Document Management & Digital Workspace

Replace shared network drives with KnowledgeXpert's Digital Workspace libraries, providing web based document management for all types of documents and content. Unlimited digital workspaces can be created and self managed by each department and workgroup.



Transform Paper to Searchable PDF

The Scanning to PDF module for KnowledgeXpert provides automated high speed batch scanning of paper based documents combined with integrated OCR to transform paper into searchable PDFs that ensure discovery via full text searches.



Reporting & Statistics

The Reports Module offers comprehensive web based reporting & statistical analysis that formats reports as native PDF, Excel, HTML, RTF or Text. Integrated security for Document and Folder reports ensures that the results only display records that a user has security to access.

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