

Knowledge Portal Quickstart

Information is the key to making sound business decisions and providing quality customer service – information that exists in a variety of formats and locations. You can simplify the task of finding and filtering relevant material by implementing a secure management solution that profiles, stores and tracks content throughout its lifecycle.

With the exponential growth of critical information needed to manage businesses today, a major frustration for most employees is the increasing time spent on sifting through these sources of information to determine what is relevant and important to their actual work. As this information flow increases, both inside and outside the enterprise, the challenge becomes not just overwhelming to the individual worker but extraordinarily costly to the company.

Axxiant's experts have in-depth knowledge and experience of Microsoft's SharePoint Portal Server, a user friendly collaboration technology that enables employees to rapidly identify and access desired information. Our Knowledge Portal Quickstart program is designed to quickly get your organisation up and running with a collaborative portal and benefit through close integration with existing Microsoft Office applications.

Almost every company we've spoken to, both big and small has problems finding the information it needs quickly and easily. To help overcome this problem, we propose a four-week engagement where we:

- Develop and validate your business objectives for a Knowledge Portal solution.
- Identify and map out key business processes necessary to make sure that your portal solution will provide sustainable and measurable value to your organisation.
- Conduct a comprehensive content assessment of your current sources of information.
- Undertake a series of interactive design sessions focussing on the core requirements and allowing a process of knowledge transfer and education
- Develop and implement a Knowledge Portal that will act as a proof of concept and deliver 'quick wins' by meeting your immediate and high priority needs.

This scalable implementation will provide a platform for expanding and adding both content sources and business processes as your needs and budget evolve.

"Today, 80% of business is conducted on unstructured information" and "Unstructured data doubles every three months"

The Gartner Group

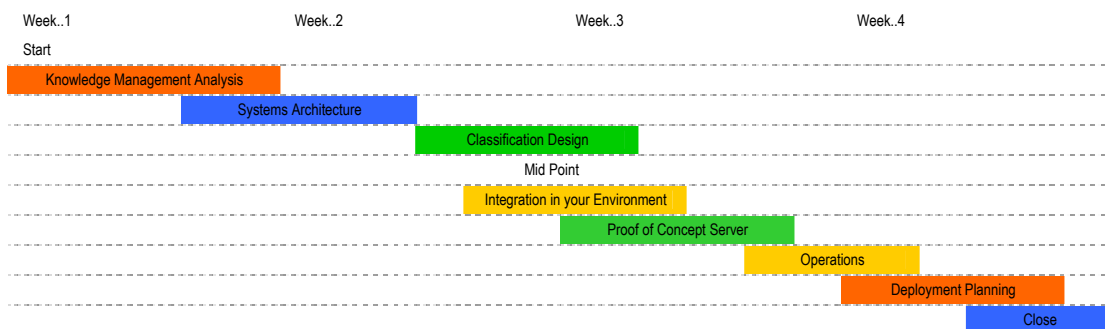
The key to knowledge management is changing the employee's view of worth to the enterprise from:

"I'm only as valuable as the knowledge that I have"

to

"I'm only as valuable as the amount of information I empower other employees within the enterprise with."

Typical Implementation Schedule



Outline of Topics Covered

Knowledge Management Analysis

Document management process	Classification
Workflow process	Security requirements
Content sources, organisation and migration	Search and indexing requirements
Department and organisation roles	User load and activity estimation
	Localisation requirements

System Architecture

Architecture overview	Server infrastructure requirements
Capacity planning	Software installation and configuration
Workstation infrastructure requirements	
Document management process	

Classification Design

Workspace	Approval folder properties
Folder structure	Category structure
Permissions and roles	Profile organisation

Integration in Your Environment

Content indexing	Integration with Microsoft products
Security model	Integration with third party products
Subscriptions and notifications	
Content migration	
Integration with existing architecture	

Proof of Concept Server

Proof of concept installation on one of your servers	Up to 2,000 documents published in 10 categories
Two external content sources created and indexed	Up to 20 workstations

Operations

Operational procedures	Performance tuning and optimisation
Performance monitoring	

Deployment Planning

Portal customisation	Integration with existing data sources and processes
Workflow customisation	Deployment approach
Content migration	

Axxiant's Knowledge Portal Quickstart program helps organisations implement an initial platform and framework to:

- Optimise collaboration within the enterprise and in the extended enterprise - the value chain that includes partners, suppliers and customers.
- Increase organisational responsiveness by improving access to and distribution of customised information.
- Promote best practices through the storage and retrieval of documents, emails, and other corporate information.
- Foster greater innovation by helping employees avoid reinventing 'information' and concentrate on building upon proven successes.

For further information contact:

Axxiant Limited

Colyton House
Stafford Street
Market Drayton
Shropshire
England
TF9 1JB

Telephone +44 (0)870 041 5577
Facsimile +44 (0)870 041 5578

www.axxiant.com

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