



Business Solution

ELO Knowledge

Digital knowledge management



Optimized collaboration with Business Solution ELO Knowledge

Making knowledge available is a crucial factor for success. Providing employees with the business information they need to complete their tasks is essential to achieve the best possible results. **Business Solution ELO Knowledge** combines all this data into a central, intelligent knowledge database.

But knowledge management with ELO is much more than just collecting and managing information and documents. With powerful interfaces, ELO joins information from different sources and isolated data silos into a company-wide information and knowledge platform across departments. Make your knowledge transfer process effective and efficient with ELO, whose platform forms the foundation for your company's long-term success.

With ELO, establish a community where your employees support each other, share their knowledge, and drive good ideas forward – together. Benefit from community-driven knowledge management.

➤ **One interface – many applications**

Combines discussion forums, Q&A systems, a knowledge base, and idea management into one structured interface.

➤ **Analytics – knowledge redefined**

With ELO Analytics, you can analyze data and your topics of focus, identify frequently asked questions, and measure just how innovative your products are.

Work together to find solutions

Ask questions, provide answers, post, or contribute new ideas – these realms of knowledge give employees many possibilities to participate. **Business Solution ELO Knowledge** makes sharing and finding (company) insight among employees or individual teams a structured, extremely efficient process.

Questions, articles, and ideas are shown in the user interface sorted by their ranking. Users can rate questions and answers, giving a quick overview of how many users are interested in a specific topic

and whether they find a suggested solution helpful. With the Knowledge Board, users can receive answers to their individual questions. Employees can then mark the answer that solves their question as the solution. Colleagues will immediately see whether a (best) solution has been found for the question. The problem and solution are located on the same page. Assign keywords (tags) to make searching for and finding posts even easier.

Idea management

Good ideas drive your company's success. Innovative ideas are in higher demand than ever, not least to remain innovative and competitive. Your own employees are your best source of ideas – after all, nobody knows the requirements quite like they do. However, it's not just about gathering new ideas,

but also actively promoting the innovative process while assessing any proposed ideas. This is why it is essential to find a way to streamline this process for developing and sharing knowledge and suggestions.

Knowledge base

Companies often have their data scattered across different locations – usually a self-made problem. As a result, information remains isolated in departmental silos. Any knowledge assets are squandered, with data being generated over and over, wasting time and valuable resources. Innovations and good ideas fall by the wayside.

ELO is your central knowledge portal, joining and connecting data across your company. As the

saying goes, two heads are better than one. Every single employee can contribute their expertise and experience, to the benefit of their colleagues. ELO allows you to tap into experience and ideas, find solutions together faster, and boost your company's productivity. Need to safeguard specific information or data? Assign rights to make sure critical information stays where it belongs.

The screenshot displays the ELO Knowledge Management interface. At the top, there is a navigation bar with tabs for Repository, Search, Analytics, Knowledge Board, Tasks, and Administrator. Below this, the main content area is titled 'Partner Board / Personal'. A question is posted by Jan Eichner: 'Do we have a rule for daily allowances?'. The question has 1 Reply and 34 Views. It is marked as 'solved' and has a '2' in a box next to it, with a label 'Rate questions' pointing to it. Below the question, there is one answer by Nadja Kunz. The answer is marked as the 'Solution' with a green checkmark and a box around it, with a label 'Mark questions as solved' pointing to it. The answer text states: 'Traveling abroad entitles you to daily allowances. Refer to the following document to find out how much: Daily allowances abroad.pdf'. Below the answer, there is a 'Your reply' section with a text input field and a 'Post a reply' button, with a label 'Suggest additional solutions' pointing to it. On the right side, there are sections for 'Participants', 'Linked posts', and 'Related posts'.

Figure: A question with an answer marked as the solution

Create incentive

With its collaboration functions, **Business Solution ELO Knowledge** encourages employees to contribute new ideas or suggestions for improvement and to share their insight, giving them a whole new role in helping establish a knowledge and idea platform. Options to provide direct feedback and vote on posts provide a clear indication of which posts are preferred and what ideas should be implemented.

At the same time, this transparency prevents others from claiming your work as their own. Good ideas pay for themselves – motivate users to be even more active with an awards system. In addition, ELO calculates a reputation score for each user. Active participation and knowledge sharing is awarded with points. You can even customize the achievements as well as the number of points awarded for answering a question.



The benefits

Drive ideas forward together

- Find new solutions across departmental boundaries with the integrated idea management function.

Share knowledge

- Collaboration tools enable productive teamwork, allowing users to more easily exchange information.

Give feedback

- Let your employees know when good ideas are implemented.

Motivate employees

- Create an incentive to share knowledge with a sophisticated reward system.

Find information fast

- With the powerful search, you can quickly sift through questions, ideas, and articles, making sure you have access to relevant information in a matter of seconds.

Business Solution ELO Knowledge

Digital knowledge management

ELO® erhalten Sie bei:



MACRO GROUP SPA
Via Enrico Mattei, 102
40138 – Bologna – Italy
www.macrogroup.it
marketing@macrogroup.it

European headquarters

ELO Digital Office GmbH
Tübinger Strasse 43
70178 Stuttgart, Germany
info@elo.com

North America

ELO Digital Office Corporation
50 Milk Street, 16th floor
Boston MA 02109, USA
info-usa@elo.com

Asia-Pacific

ELO Digital Office AU/NZ Pty Ltd
Level 7, 146 Arthur St
North Sydney NSW 2060, Australia
info@elodigital.com.au

Asia

PT ELO Digital Office Indonesia
AKR Tower (Gallery West), 16 A Floor
Jl. Panjang No.5 Kebon Jeruk
Jakarta Barat 11530, Indonesia
marketing@elo.co.id



For more information, go to:
www.elo.com/en/knowledge

ELO®, ELOprofessional®, ELOenterprise®, ELOoffice®, and ELO ECM Suite® are registered trademarks of ELO Digital Office GmbH in Germany and/or other countries. SAP®, SAP NetWeaver®, and SAP S/4HANA® are registered trademarks of SAP and their respective companies in Germany and/or other countries. Microsoft®, Windows®, Excel®, PowerPoint®, and SharePoint® are registered trademarks of Microsoft Corporation in the USA and/or other countries. Other company, product, or service names may be trademarks of other companies. This publication serves only as non-binding general information and is not a substitute for a detailed, individual consultation. ELO reserves the right to change information in this publication at any time without prior notification. Technical characteristics and functions may vary, particularly from country to country. You can obtain the latest information on ELO® software products, contract terms, and prices from the ELO® companies, ELO® Business Partners, and/or ELO® Channel Partners. The product information reflects the current product status. The subject and extent of the services are exclusively defined in the respective contracts. ELO® does not guarantee, warrant, or assure as specific properties that its products or other services provide compliance with specific laws or regulations. The customer is responsible for compliance with security regulations and other regulations defined by national and international law. We reserve the right to make changes and assume no liability for errors and misprints. Reproduction and/or distribution, in part or in whole, is only allowed with written consent from ELO Digital Office GmbH. © Copyright ELO Digital Office GmbH 2018-2019. All rights reserved. | Article no.: AABS-KNOWLEDGE-EN | 20191023

