Business Solution

ELO Knowledge

Digital knowledge management

ELO®
Digital Office

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.
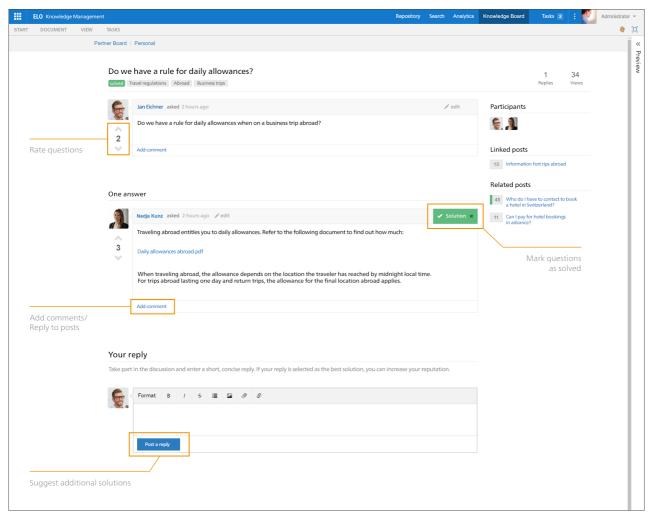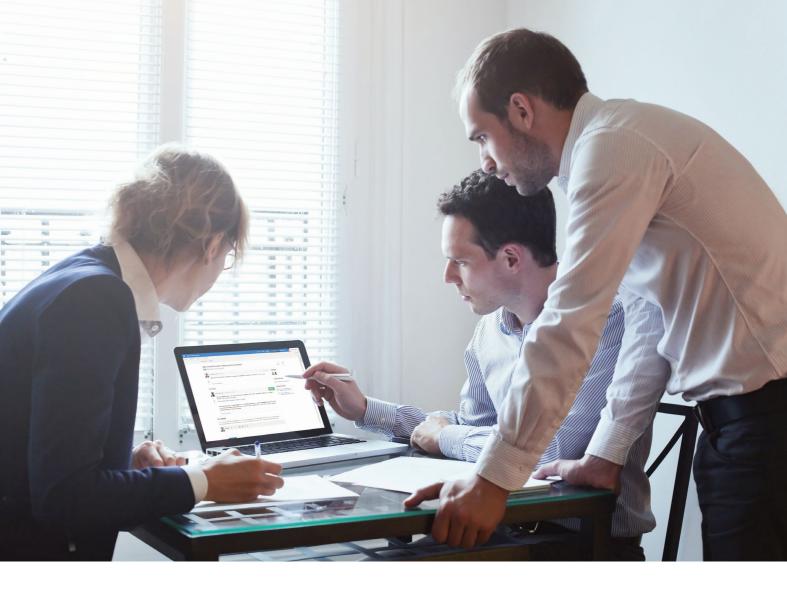
Figure: A question with an answer marked as the solution

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

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