



CROWN RECORDS MANAGEMENT
BUSINESS KNOWLEDGE
SOLUTION

The power of memory
crownrms.com



BUSINESS KNOWLEDGE SOLUTION

Optimised collaboration across your organisation

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

With powerful interfaces, Crown joins information from different sources and isolated data silos into a company-wide information and knowledge platform across departments.

With Crown, establish a community where your employees support each other, share their knowledge, and drive good ideas forward.

- **One interface – many applications**
Combines discussion forums, Q&A systems, a knowledge base, and idea management into one structured interface.
- **Analytics – knowledge redefined**
With Analytics, you can analyse 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. Crown's Business Knowledge Solution makes sharing and finding (company) insight among employees or individual teams a structured, and 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. With its collaboration functions, Crown Business Knowledge Solution Board 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, 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 BASED

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. Crown ECM is your central knowledge portal, joining and connecting data across your company. Every single employee can contribute their expertise and experience, to the benefit of their colleagues. Crown 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.

CREATE INCENTIVES

With its collaboration functions, Crown's Knowledge Business Solution 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, Crown calculates a reputation score for each user. Active participation and knowledge sharing is awarded with points. You can even customise 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

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