

# Knowledge<sup>+</sup>

Flawless, secure, knowledge sharing  
with your team and customers through our  
AI-driven data distribution platform.



## Accessing and distributing your data and company's knowledge doesn't need to be challenging

Knowledge runs through your company. How quick you can access the right data directly influences the effectiveness of any company or organisation. Companies and organisations highly depend on the quality of data that employees have and securely share with their customers.

### However, data are usually:



Not  
Accessible



Not  
Maintained



Not in  
the same form



Not  
Controlled

## Unlock the potential of your company's knowledge

Our AI-based data distribution platform ensures that all of the data will be processed flawlessly and that everyone from your company will be able to easily access it and share it. No matter if it is a .pdf document, an email, different systems, a dashboard, or even a website, we will ensure that everything is transformed and securely shared with your employees in the simple and most productive way.

Our Knowledge+ has been developed based on an extensive 15 years of experience and expertise in the knowledge-sharing industry. Our long-term satisfied customers can confirm that our modules are 100% customizable and seamlessly incorporated into existing systems.

Scalable to any size, the Knowledge+ will help you get the best of your knowledge than ever before!

## Customer First Approach



At zehnplus, we put the customer first; therefore, we start each project with analysing and designing the customer interaction points to ensure maximum customer engagement.

## Future Proof Technologies



We have in-depth knowledge of digital, artificial intelligence (AI), and transformational technologies. All our custom developments and products have at the core our unique data distribution engine, which is driven by the latest AI technologies and digital solutions.

## Professionals with proven track record



zehnplus has a comprehensive service portfolio and highly experienced development team to effectively support your company vision from the idea till the successful launch – and beyond.

## Methodology



zehnplus has profound knowledge and experience with professionally managing digital projects of various kinds in different business areas. To ensure your success, we use agile and classical methodologies.

## Knowledge management excellence



Our unique AI-driven Knowledge Base is at the core of our business solution, which ensures a fast and reliable flow of data. Having the Knowledgebase makes it easy to integrate any other service modules needed by your company or organisation.

## Seamless integration in any type of business



The Wisdom Platform is a solution for all types of companies and organisations. Whether you want to educate and coordinate your team, help your customers, or increase your sales, you now have everything in one place.

## Knowledge+ for customers and employees

Enhance the customer journey and internal business processes by offering flawless information sharing with your team and customers with our AI-driven data distribution platform.

Having the Knowledgebase at the core makes it easy to integrate any other service modules for CUSTOMERS or TEAM needed by your company or organisation.

### Client facing:

Support, learn and sell more to your customers



**eCommerce  
and Sales  
Support**



**Helpcenter  
with FAQ and  
Chat Bot**



**Digital  
Customer  
Communication**



**Multimedia  
Guides**

### Internal:

Enable, empower and motivate your employees



**Digital  
Dashboard**



**Digital  
Work Instructions**



**Digital  
Communications**



**eLearning**

# Integration of Knowledge<sup>+</sup>

To get the maximum use out of your data, we make sure all the data of your company is consolidated in one single place. To achieve this, first we define which data shall be gathered and the correct method needed. Then the data shall be transformed into the correct form, enriched and redistributed to the appropriate channel.

## Target

Understanding your company's current situation and defining goals

- Focus areas and processes in the organization
- Weaknesses and challenges of the status quo of the knowledge management
- Goals of the new knowledge management (target groups, information types)

## Plan & Test

Leverage existing systems, tools and processes and have a centralized knowledge access

- Identifying existing knowledge sources
- Planning the knowledge access for your target groups
- Planning the knowledge management processes and organisational changes by using existing technologies
- Adjusting goals and detailed user stories, estimating and prioritising

## Integrate & Optimise

A step by step integration and adjustments of Knowledge<sup>+</sup>

- Adjusting the existing systems
- Introducing the new technology and processes, replacing and consolidating redundant information
- Continuously test and optimize features and versions with closed user group

## Maintain & Support

We are your partners before, during and beyond the project

- We offer tailored maintenance plans, support and provide the technology for an effective lifecycle management

## Why zehnplus?

Enthusiastic strategists, designers, and developers who use their long-standing technical expertise with a lot of love for the highest possible customer satisfaction since 2008.

- We have **in-depth knowledge of digital, artificial intelligence (AI), and transformational technologies.**
- All our custom developments and products have at the core our **unique data distribution engine**, which is driven by the latest AI technologies.
- Customer focused, we start every project with the **Customer Interaction** analysing and design to ensure maximum customer engagement.
- **High project management standards** and experience in the use of **agile** project methods.
- For your project success **we always go the extra mile** and support with our fast and dedicated customer support.
- We pride ourselves on providing our clients with **no hidden costs** and **no vendor lock-in.**

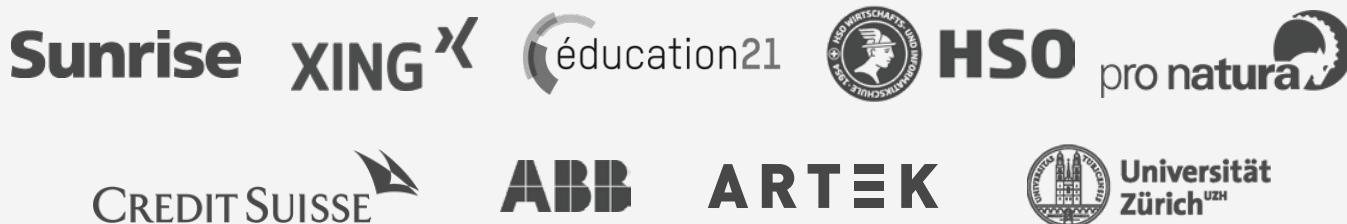
### Our Mission

We enable companies throughout the world to realise their full potential.

### Our Vision

We deliver applicable innovation to make companies' lives easier.

### Selected customers



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