

Knowledge synchronisation software defined

For many people who work with today's business applications, knowledge synchronisation is a gray-area; they feel that their applications offer some degree of knowledge synchronisation, but at the same time they know that there's a lot of **potential** information they're missing out on.

When it comes time to differentiating between the alert technology offered by current business applications, and functionality offered by a knowledge synchronisation solution, the following six reasons detail why a knowledge synchronisation application is unique in terms of depth and breadth of detection and alert technologies.

(Note: keep in mind that it is the combination of all six of these traits that uniquely defines a knowledge synchronisation solution; although many business applications support one or two of these traits, it is all six that makes up a knowledge synchronisation solution).

1. The Ability to be Alerted About "Triggered" Events

The most common area in which traditional business applications fall short of knowledge synchronisation is in the ability to detect and send alerts about "triggered" events. Most applications rely on user-initiated queries and reports to retrieve data.

2. The Ability to Receive "Scheduled" Data

Delivering the right information to the right people at the right time doesn't end with only unforeseen event data. Expected data, such as sales reports, forecasts, and service stats are all a part of an organisation's knowledge reservoir, and thus their delivery is a required component of any knowledge synchronisation solution.

3. The Ability to Define Alerts Based on Trend Analysis

The ability to trigger alerts based on aggregate trends is a key component of knowledge synchronisation applications.

This enables organisations to be alerted about such scenarios as an average sales price that drops below 'x', total sales of over 'y' per product, or more than 'z' service calls of over 60 minutes.

4. The Ability to Send Alerts Via the Right Method

Not everyone wants to receive information in the same manner. Knowledge synchronisation solutions combine the entire spectrum of today's notification technologies, including e-Mail, fax, pager, file transfer, PDA or the web.

5. The Ability to Create & Modify Alert Scenarios

Just as important as any application functionality is the requirement that knowledge synchronisation be a solution, and not just a tool. Like any solution, it is an alternative to programming, designed to provide the ease and speed that enables organisations to add or modify alert scenarios as the need arises.

6. The Ability to Detect Cross-Application Events

To truly realise a state of knowledge synchronisation, an organisation must be empowered to consider information in any of the applications that impact their business. No application-specific alert technology offers this capability; it is truly the defining component of knowledge synchronisation.

Your sales staff, finance department, service technicians, and even business partners need to be kept in the loop when critical, time-sensitive information comes to light.

KnowledgeSync is a true enterprise-wide solution for your organisation's knowledge management needs. KnowledgeSync integrates out-of-the-box with every application on the market today, and this gives you the security of knowing that wherever critical information resides, you have the power to put that information in the hands of the people and the applications you depend on.

KnowledgeSync is your organisation's key to alert messaging. With it, you can monitor business applications and incoming e-mail messages for critical, time-sensitive information, send out alerts, and update applications with the most timely data

Customer Relationship Management
Sales Force Automation
Marketing
Service
Help Desk
ERP
Finance
Finance Business Intelligence
Finance Reminders
Finance Email Responses
Application Integration
Finance Report Distribution
Wireless Communications
Operating Environment Monitoring

KnowledgeSync is a unique server based application with no user licencing. Licences are available for 1, 2, 3, or unlimited database connections. Many alerts are already written and can be easily modified to your specific needs.

Call The Integrators today to find how you can rapidly deploy KnowledgeSync to solve all those 'if only I had known' problems

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KnowledgeSync THE SOLUTION



Using KnowledgeSync in your business

The need to keep informed about critical information in your business isn't something that is limited to just one or two departments within your organisation.