

KNOWLEDGE PORTAL

A Knowledge Portal is a centralized tool providing a holistic view of an organization's business entities whose attributes and features may reside in multiple source systems. Instead of wasting time manually pulling together information from multiple systems, the portal connects and relates the content and data that makes up these entities.

Why a Knowledge Portal?

Knowledge Portals display key information and knowledge about an entity in a carefully crafted user experience which is designed to maximize:

- Strategic decision making and analysis by providing information in context
- Improved collaboration as colleagues engage in dialogue about contextualized information and entities
- Efficiency of work since team members can spend more time on analysis of information rather than searching for and curating information

EK's Approach



Develop the Content Model

by defining content types, metadata, relationships between content, and schema



Inventory Systems

to determine the systems, sources, and integration points to ingest information



Design the User Experience

by prioritizing user stories based on user research



Ingest the Data

by building the ingestion pipelines, connecting previously siloed information



Develop the User Interface

through iterative development, applying user feedback

Results

Expandable Hub

Ingestion pipelines can be leveraged for multi-channel publishing to additional end user experiences including chatbots, marketing websites, and mobile applications

Centralized Access to Information

Users have one place, the Knowledge Portal, to browse and search for organizational information

Improved Content Accuracy

The Knowledge Portal provides a robust content model with a unified content strategy, which can be used to improve content reusability, reducing duplicate content & improving content accuracy



Contact EK today to start planning your Knowledge Portal!

