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Organise, manage and publish strategic corporate knowledge bases on your intranet
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Objectives

Publish one or more huge knowledge bases on your corporate intranet

- Enable small teams with no special expertise to update contents regularly and easily
- Adapt the knowledge base structure according to its content and ensure consistency for end users
- Allow proprietary tools to be used for content creation: MS Office and Open Office
- Ensure the durability essential to strategic knowledge bases

Thousands of pages can be looked up simultaneously with a standard corporate network configuration

Solution implemented

The **ISIMAN® Office Intranet Publication** solution is based on the *strategic corporate knowledge base system*

This kind of knowledge base is a set of information managed by a single organisation to document its processes and procedures and ensure content quality and relevance.

One or more teams can manage as many knowledge bases as required. This modularity means that implementation can be progressive and help to make complex projects simpler.

A specific knowledge base is implemented from a "conceptual database model": database structure, data entry interface and management functions, publication of multiple views on intranet.

There are two main categories of database models:

- Open structure
Administrators can organise the tree structure of topics and sub-topics (site map) as they wish (in the same way as a file explorer).
- Preset structure
The structure of topics and sub-topics and any links between tree structures are defined in advance. Administrators can create as many topics as required but must stay within the given framework. The database is designed according to our customers' needs (procedures, product description, training documentation, etc.).

The publication process is organised in 2 or 3 steps to enable each customer to achieve the best balance between the volumes handled, processing time and response time for end users:

- *Content management*
Decentralised creation of topics and their contents (direct input in **ISIMAN®** or office file referencing).
- *Validation of updates / Distribution of validated contents*
Scheduled generation of validated intranet views (static in HTML, dynamic in intermediate XML format)
- *Publication with dynamic intranet pages* (optional step based on XML format)

The **ISIMAN®** platform supports all the technical tasks required for managing knowledge bases and the resulting intranet.

Features

Standard use of MS Office and Open Office: files can be kept as they are or converted to intranet format

Input standards can be defined for each topic with Word templates

Parameters define the graphic charter, browsing system and page structure

File import (Word, Excel, XML) to use existing data or for regular update

File export (Word, Excel, XML) for exchange, editing assistance and hard copy output

User profiles for access rights

Multiple views from a single intermediate XML generation

Multilingual and multiple site functions to manage reference and site bases with local adaptations

Full text search engine

Viewing statistics

Many content management tools (content administrator profiles, multiple-criteria search function, link analysis, source analysis, lists and reports, etc.)

Graphics editors to illustrate menus and create flowcharts and organisation charts

Quiz and slide show editor

Advantages

Simple and intuitive, the interface also integrates Office files

Our customers' teams will be free to focus on the content and its meaning in the most productive way. Implementation of **ISIMAN®** requires no special expertise. Editing tasks can be decentralised:

- with the **ISIMAN®** client module
- or by exporting the database content to a text file, updating it with MS Office or Open Office and reimporting it

Ready-to-use solution which can be adapted to specific customer requirements. Knowledge bases can be created and managed with the same database structure.

View consistency

During generation, link consistency is automatically ensured so that users can browse intranet pages smoothly. A scheduler runs these processes in off-peak periods so users are not disturbed.

Efficiency for multiple-site businesses

Multiple site and, where applicable, multiple language management functions help to spread the load of content management.

Hard copy output

Information can be printed in any form for project teams or users in the field: Processes, Procedures, etc. in Word, Acrobat, Excel format, etc.

Information relevance

The multiple view options ensure that the different types of users will view information that is relevant to them

Small bandwidth required

Conversion of Office files into intranet formats and many optimisations reduce the bandwidth occupancy required for viewing.

Upgradeability

The fact that our customers have been using this solution for over 15 years proves that it ensures content durability (successive versions of MS Office). Furthermore, content file layout, intranet views and the database structure are all upgradeable.

Services

Keyword can provide experts in strategic knowledge base publication and/or recommend independent **ISIMAN®** approved experts and consultancies for any kind of assistance in project management and delivery.

Technical architecture

The **ISIMAN®** platform comprises two applications, **ISIMAN® Production** and **ISIMAN® Publication**, both compliant with internet/intranet standards. They can both be installed on servers running Windows or Linux/UNIX.

The **ISIMAN®** platform integrates easily into the customer's information system and technical architecture:

- Interface with open EDMs (WebDAV-compliant)
- Interface with corporate directories (LDAP-compliant)
- Interface with ERP and other corporate applications

Target markets

Any large company or administration which wants to publish at least one structured and revisable knowledge base with an index of many thousands of Office files for thousands of users.

This solution usually applies to knowledge bases for agency networks, subsidiaries or affiliates: product descriptions, sales arguments, price lists, current legislation, etc.

ISIMAN® Office Intranet Publication is much more than an Electronic Document Management (EDM) system or HTML page editor such as a Content Management System or CMS.



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