beyond
INTRANET

Knowledge Management for Healthcare Industry

Client Business Description

Our Client using SharePoint based Knowledge Management add-in is a medical therapy company located in Silicon Valley. It is focused on developing the world's most technologically advanced Laser Phototherapy (LPT) devices along with complementary, superior scalp products.

Background

Client offers first FDA cleared clinical-strength wearable laser hair therapy devices for home use. They offer multiple products to their customers. They needed to implement a SharePoint based knowledge sharing out-of-the-box solution for their sales and support teams which are located in different parts of the USA. They wanted to have a centralized knowledge repository to be accessed across both Sales and Support verticals.

Challenges

♦ **Knowledge Repository**: They lacked a knowledge repository tool which they could access during the calls and address clients' queries quickly and efficiently.

♦ **Collaboration difficulties**: As they had Sales teams located in different parts of the USA, it was getting difficult to collaborate easily with offices at multiple locations.

♦ **Quick Search**: Client also wanted to implement keyword based search and tag the knowledge assets with a list of relevant keywords.

Idea

The healthcare company wanted to streamline the knowledge sharing process and set up a knowledge repository in the organization. They preferred to use our Knowledge Management SharePoint Add-in with some added customizations. The client also wanted to have an interface for their external Sales and Support teams to achieve customer satisfaction and enhanced profitability. They wished to categorize the knowledge assets into the following types of knowledge buckets:

- **Products**: Metadata and FAQ regarding all the products. Accessible by external/internal Sales and Support teams.

- **Processes and Tools**: Knowledge repository for internal processes and tools accessible by company employees.

- **Company:** Data about company, leadership profiles, office locations, contact details, vision and mission.

Our Solution

With the help of our Knowledge Management SharePoint add-in, our client is now handling their client inquiries in a more streamlined way. In order to address clients' questions quickly and accurately, they now have an interface with following features:

- Centralized Knowledge repository
- Powerful keyword & tag based search
- Search within documents
- Multilanguage portal
- User based access permissions
- Easy organization of data

- Responsive UI
- Branding & personalization
- Bulk uploading of K-Assets
- Set and view question status
- Archive K-Assets
- Email response templates