

# Exact Synergy: Knowledge Management

**“Access to corporate knowledge shouldn’t have to resemble an archeological excavation.”**

One very important thing that your employees, customers and vendors have in common is the knowledge they possess to help reach your corporate objectives. But how much of this intelligence is actually accessible to the rest of your organization? Documents that represent your corporate projects, initiatives, meetings or ideas are available in all sorts of places. But fragmented knowledge, whether located on laptops, file cabinets or for that matter memories, also needs to be captured and organized.

Synergy<sup>®</sup>, from Exact Software<sup>™</sup>, is a Web-based business management solution that enables all of your corporate knowledge and documents to be shared and accessed from one centralized repository. Your company’s intelligence is a capital asset, and Synergy provides the tools and portal foundation to store that capital in a centralized, collaborative environment. Everyone will have a greater means of associating knowledge with one another, including customers.

## Increased level of visibility and teamwork

Synergy empowers employees with the tools to manage and plan their own efforts and to share their work and knowledge. Everyone in the organization, with access to stored documents, notes and tasks, is able to more actively and effectively communicate with and respond to clients, vendors and one another.

Capturing and centralizing your company’s intellectual capital builds corporate awareness, educates the workforce and harnesses document management. Synergy is the framework and foundation for a complete document and content management system that is accessible and shared by all. From now on, your corporate knowledge won’t be in the one place you didn’t think to look.

With Synergy, knowledge management is intuitive and controlled rather than disorganized and chaotic; by publishing all documents online and making them available through the Internet, employees, customers, vendors and business partners are fully informed of what is happening in your company.

All documents in Synergy are electronically stored and are associated to corporate workflow, projects and assets. This makes visibility into knowledge capital multi-faceted and provides an automatic audit trail that translates into streamlined communication for a more productive and visible workforce.



## Exact Synergy business benefits:

- Better accessibility and organization through Web-publishable documents
- Inherent knowledge-sharing across the company
- Open communication with customers, business partners and employees
- Captured context of every business event or transaction that occurs
- Intelligence of individual resources leveraged across the entire organization
- Complete, centralized location of all detail that is crucial to your business

# Exact Synergy: Knowledge Management

## Document Creation, Storage and Management

All documents in Synergy include category and type definitions that foster more robust organizations. Meeting notes, product announcements, policies, education manuals or supplier invoices can be categorized by marketing, management, finance or by any category defined by your company.

## Security Definitions

Every Synergy document requires a security level for controlled accessibility. This means your documents can be shared at various levels within the company as well as externally at your discretion.

## Consolidation Without Duplication

Once a document is scanned, uploaded or entered into Synergy, it is the only version that exists for reference, ensuring that identical information is shared by all those who view it. Multiple copies no longer exist, simplifying cooperation amongst employees and speeding decision-making.

## Synergy Knowledge Management Features and Functions:

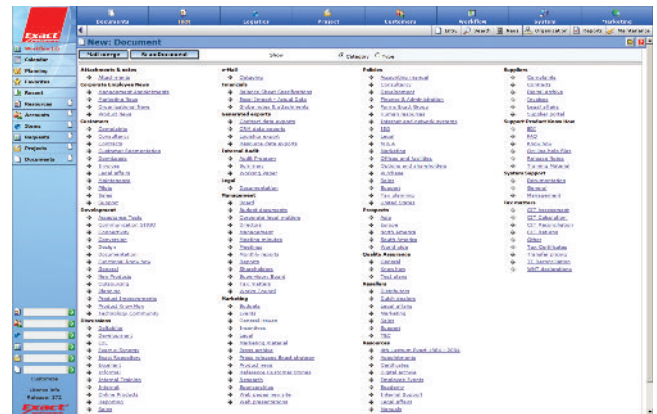
- Creation, categorization, storage and publication of any document
- Advanced search and reporting features
- Individual customizations of document views
- Creation and maintenance of Websites
- Website construction
- SO certification procedure
- Integration with Microsoft Office (Word, Powerpoint, Frontpage, Outlook, Excel))

## Organization-wide Integration

Business components that are otherwise separate such as projects, customers, financials or product information are associated with each document for more relevant interaction.

## Website Creation

Synergy documents can be published to create Websites for specific audiences, containing content such as product and service information for clients, customer management administration for sales reps or human resource policies.



*By having access to a unique Website through Synergy, information is provided in a succinct and organized manner to those who need it.*

Synergy realizes that knowledge is an asset and in order to have value, that knowledge needs to be tangible and accessible. By getting the right information to the right people at the right time, and associating that information with every business component, employees, as well as your customers and partners, gain efficiencies and make your company more valuable.

By bringing together the people, processes and knowledge that matter most to your business, Synergy creates an accurate, up-to-the-moment view of your organization's personnel, finance, workflow, documents and asset information, enhancing decision-making, analysis, scenario planning, and ongoing management across your entire business.

For more information about Synergy, please contact your Exact Software business partner or account representative today, or visit [www.exactamerica.com/synergy](http://www.exactamerica.com/synergy).