Services: Ad hoc

inContact has over 35 years of Business and IT Systems development know-how. We provide a comprehensive range of knowledge management services running from assessment and strategy, through to design, hands-on implementation and training.

- Specification and development of reporting systems
- Development of meta-data, taxonomies, dictionaries, thesauri and other classification systems
- Performance and operational readiness testing
- Documentation and Quality Assurance
- Planning workshops
- Training and coaching
- Vendor and supplier selection

Tailored to the situation

There are many discrete tasks that contribute towards an effective knowledge management program. These tasks can be delivered as part of an integrated and continuous implementation project or selectively in an ad hoc manner.

Clear Business Outcomes

Below are some services that inContact can provide your organisation. Each of these has clear inputs, clear outcomes and is delivered over an agreed timeframe so you can move forward at the pace you desire.

- Evaluation of the current environment including user, customer and partner needs assessment
- Feasibility and business case studies
- Development of knowledge-driven e-business strategies and programs
- System design and planning
- Systems development and integration
- Knowledge and information audits
- Design and development of knowledge based architectures and content
- Design and development of case bases

Advantage of choosing inContact

- Access to industry leading strategies and techniques
- Enhance internal capabilities with additional resources
- Quantifiable improvements
- Defined timeframes for service delivery
- Accountability
- "Quick wins"

For more information, please get inContact on:

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