

# Services: Implementation

**Launching a new knowledge initiative and implementing the technology infrastructure needed to support it can appear a daunting and lengthy process, particularly when it is your first attempt.**

**At InContact we understand this and over the years we have worked on defining a simple, easy to understand approach to developing knowledge systems.**

**This methodology consists of a modular framework and allows the delivery of large, complex projects within timeframes and budgets.**



## Tailored to your needs

Just as no two businesses are exactly the same, no two projects are exactly the same. We develop specific work plans for each project, giving the required emphasis in each of the 4 fundamental phases to suit individual circumstances.

## Phase One - Assessment

The first stage of any project or engagement is to evaluate your organisation's existing business strategy, culture, knowledge infrastructure, and

planned developments. This is initially done in broad terms, at an enterprise level with closer focus subsequently applied to areas pertaining to the business processes initially targeted.

## Phase Two - Strategy

Here we develop a knowledge management strategy incorporating technical and business feasibility studies. We devise a staged Implementation Plan that will serve as a blue print moving forward.

## Phase Three - Implementation

Implementation includes the development and collation of information, and the development and integration of workflows and automated systems. Together these form the knowledge management infrastructure which is robust and flexible enough to support foreseeable future requirements.

## Phase Four - Review

Post Implementation Review is critical, and conducted as a matter of course. This ensures that planned benefits are realised, with corrective adjustments and fine tuning identified and incorporated into the blue print for performance later.

## Benefits

- 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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