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The State of Knowledge Management: 2015-16 KMWorld Survey

BY JOE MCKENDRICK

Knowledge management (KM)—encompassing the ability to capture and share an organization’s information assets—is more critical than ever as the digital economy becomes increasingly prevalent. However, few organizations have solidified their KM efforts enough to fully embrace these opportunities. For organizations that are leading the way in KM, there are new avenues to do so, by leveraging emerging cloud-based services as well as converging their efforts with big data initiatives.

These are the key findings of a new survey of 483 executives and managers who are subscribers to KMWorld magazine, published by Information Today, Inc. Survey respondents hold a variety of job roles and represent a wide range of organization types, sizes, and industry verticals. One-fourth are director/manager/chief/head/supervisors, and another quarter hold knowledge management titles. More than one-third work for very large organizations with more than 10,000 employees. By industry group, the largest sectors represented include government, banking, insurance, financial services, real estate/legal, and education.

Key highlights and findings from the survey, which provide new insights into the state of knowledge management in today’s enterprises, include the following:

✦ **Fully functioning KM systems are still few and far between.** About one-third, 31%, indicate they have fully implemented a comprehensive, enterprise-scale knowledge management system on premises. Another 35% either do not yet have such systems, or are still in the exploration stage. KM as a separate discipline is still new to many organizations. A large segment, 42%, indicate their KM efforts are in the early stages, in existence for 3 years or less. One-third have had programs underway for 5 years or more.

✦ **KM efforts lack strategic focus.** The main challenge with KM is it is that knowledge sharing not integrated into daily work, cited by 54%. Another 54% say information is too siloed to allow for knowledge sharing. Half of the executives and professionals say there is too little understanding of the strategic value of KM. In fact, only 11% can say they are “highly satisfied” with the strategic performance of their organization’s KM.

✦ **KM leadership is scattered or non-existent.** About one-third, 31%, also have a dedicated KM executive or department to oversee their organizations’ KM activities. Another 30% simply rely on individual employees to see KM efforts through. KM activities tend to be budgeted into departmental budgets—only 21% have a dedicated KM budget, while 24% say they have a combined KM and departmental budget. Forty-three percent of respondents do not treat KM as a separate line item at all. The most likely area of the business funding KM efforts is information technology. Thirty-seven percent anticipate their KM budgets will grow over the coming year.

✦ **More KM assets and activities are moving to the cloud.** Three-fourths of respondents indicate they maintain at least one KM repository within their enterprise. Among this group, 38% say they are using the cloud for their KM repositories, while 44% have on-premises systems. Sixty-two percent predict they will be moving more assets to the cloud over the next three years.

✦ **Big data is challenging many KM professionals and projects.** A majority, 57%, report they are challenged, to some degree, with addressing the requirements of managing big data sets (large volume, variety of formats, rapid velocity) at this time. However, there needs to be more collaboration between KM professionals and those working with big data technologies. Twenty percent say these two sides do not collaborate at all, and another 25% are simply not aware of what collaborative efforts may be underway. Another 35% say there is some level of collaboration between KM and data teams. In 14% of the organizations, the KM and data teams are actually one and the same.
1. What is the current status of knowledge management (KM) in your organization—defined as the formal process of capturing, distributing, and effectively using enterprise information assets?

- Not in existence at all: 11%
- Exploration stage: 24%
- Installation stage: 6%
- Initial implementation stage: 20%
- Full implementation stage: 31%
- Don’t know/unsure: 8%

2. If you have already implemented KM, how long have you been conducting KM activities in your organization?

- Less than 1 year: 14%
- 1–3 years: 29%
- 4–5 years: 10%
- 5–10 years: 17%
- More than 10 years: 16%
- Don’t know/unsure: 18%

3. Who oversees your organization’s KM activities?

- Dedicated KM executive or department: 32%
- Individual employee teams, may include management: 30%
- C-level executive(s): 22%
- Information technology department: 22%
- Varies from department to department: 22%
- Outside consultant/service: 3%
- Don’t know/unsure: 7%
- Other (please specify): 7%

4. Is your KM team (or teams) challenged with addressing the challenges of managing big data sets (large volume, variety of formats, rapid velocity) at this time?

- Don’t know/unsure: 7%
- Not at this time: 36%
- Yes: 25%
- Somewhat: 32%

5. How closely is your KM team (or teams) aligned with your organization’s big data analytics initiatives?

- They are one in the same: 14%
- Our KM and data analytics teams are collaborating on joint projects: 16%
- Our KM and data analytics teams are planning/considering collaborative efforts: 19%
- Our KM and data analytics teams do not collaborate at all: 20%
- Don’t know/unsure: 25%
- Other (please specify): 5%

6. Does your organization maintain one or more KM repositories?

- Yes: 75%
- No: 13%
- Don’t know/unsure: 12%
7. What is the total size of your working KM repository(ies)?

<table>
<thead>
<tr>
<th>Size Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 10MB</td>
<td>1%</td>
</tr>
<tr>
<td>10MB–50MB</td>
<td>3%</td>
</tr>
<tr>
<td>50MB–100MB</td>
<td>1%</td>
</tr>
<tr>
<td>100MB–500MB</td>
<td>3%</td>
</tr>
<tr>
<td>500MB–1TB</td>
<td>13%</td>
</tr>
<tr>
<td>1TB–10TB</td>
<td>18%</td>
</tr>
<tr>
<td>10TB–50TB</td>
<td>4%</td>
</tr>
<tr>
<td>50TB–100TB</td>
<td>4%</td>
</tr>
<tr>
<td>More than 100TB</td>
<td>8%</td>
</tr>
<tr>
<td>Don’t know/unsure</td>
<td>47%</td>
</tr>
</tbody>
</table>

8. How has the size of your KM repository(ies) changed over the past year?

<table>
<thead>
<tr>
<th>Change</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased more than 25%</td>
<td>16%</td>
</tr>
<tr>
<td>Increased 10%–25%</td>
<td>21%</td>
</tr>
<tr>
<td>Increased 5%–9%</td>
<td>11%</td>
</tr>
<tr>
<td>Increased 1%–4%</td>
<td>10%</td>
</tr>
<tr>
<td>No change</td>
<td>5%</td>
</tr>
<tr>
<td>Decreased</td>
<td>5%</td>
</tr>
<tr>
<td>Don’t know/unsure</td>
<td>38%</td>
</tr>
</tbody>
</table>

9. Where is most of your KM system hosted?

<table>
<thead>
<tr>
<th>Host Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-premises</td>
<td>44%</td>
</tr>
<tr>
<td>Hybrid (part on-premises, part cloud)</td>
<td>23%</td>
</tr>
<tr>
<td>Cloud/software as a service-based</td>
<td>15%</td>
</tr>
<tr>
<td>Run by a dedicated hosting provider</td>
<td>9%</td>
</tr>
<tr>
<td>Don’t know/unsure</td>
<td>6%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>2%</td>
</tr>
</tbody>
</table>

10. Do you anticipate moving more KM activities to the cloud over the next 3 years?

<table>
<thead>
<tr>
<th>Anticipation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, most to all KM activities</td>
<td>25%</td>
</tr>
<tr>
<td>Some KM activities</td>
<td>37%</td>
</tr>
<tr>
<td>No plans for cloud-based KM</td>
<td>20%</td>
</tr>
<tr>
<td>Don’t know/unsure</td>
<td>18%</td>
</tr>
</tbody>
</table>

11. Which systems, processes, and resources does your organization currently employ for KM?

<table>
<thead>
<tr>
<th>System/Process/Resource</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intranet or portal</td>
<td>71%</td>
</tr>
<tr>
<td>Collaboration software and tools</td>
<td>61%</td>
</tr>
<tr>
<td>Document management system</td>
<td>60%</td>
</tr>
<tr>
<td>Content management system</td>
<td>59%</td>
</tr>
<tr>
<td>eLearning/training systems</td>
<td>52%</td>
</tr>
<tr>
<td>Project management/scheduling/planning tools</td>
<td>45%</td>
</tr>
<tr>
<td>Enterprise search</td>
<td>44%</td>
</tr>
<tr>
<td>Customer relationship management system</td>
<td>43%</td>
</tr>
<tr>
<td>Video conferencing/telepresence tools</td>
<td>43%</td>
</tr>
<tr>
<td>Workflow systems</td>
<td>38%</td>
</tr>
<tr>
<td>Records management system</td>
<td>37%</td>
</tr>
<tr>
<td>Cloud platforms and databases</td>
<td>33%</td>
</tr>
<tr>
<td>Data warehouse</td>
<td>31%</td>
</tr>
<tr>
<td>Business and competitive intelligence tools</td>
<td>28%</td>
</tr>
<tr>
<td>Digital asset management system</td>
<td>27%</td>
</tr>
<tr>
<td>Text analytics tools</td>
<td>20%</td>
</tr>
<tr>
<td>Big data tools</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
</tbody>
</table>
12. Which systems, processes, and resources are priorities for your organization in the next 12 months?

- Collaboration software and tools: 38%
- Enterprise search: 34%
- Content management system: 34%
- Document management system: 28%
- Intranet or portal: 28%
- Customer relationship management system: 25%
- Cloud platforms and databases: 24%
- Workflow systems: 23%
- Big data tools: 22%
- Business and competitive intelligence tools: 22%
- eLearning/training systems: 22%
- Project management/scheduling/planning tools: 20%
- Records management system: 17%
- Digital asset management system: 17%
- Text analytics tools: 15%
- Data warehouse: 14%
- Video conferencing/telepresence tools: 13%
- No purchasing or upgrade plans: 8%
- Other: 8%

13. What is your estimated organizational annual budget for the systems, products and services mentioned in the questions above?

- Less than $100,000: 21%
- $100,000 to $500,000: 13%
- $500,000 to $1,000,000: 7%
- $1,000,000 to $5,000,000: 10%
- More than $5,000,000: 8%
- Don't know/unsure: 42%

14. Does your organization have a separate KM budget?

- Yes: 21%
- No: 43%
- Don't know/unsure: 24%

15. Which department, if any, is KM funding included in?

- Information technology: 43%
- Data management/data warehousing/analytics: 15%
- Human resources: 11%
- Sales and marketing: 11%
- Library/resource center: 9%
- Professional development: 9%
- Records management: 8%
- Finance: 5%
- We do not have distinct KM funding at this time: 19%
- Don't know/unsure: 14%
- Other: 18%

16. How will KM funding in your organization change in 2016?

- Increase significantly: 5%
- Increase: 32%
- Stay the same: 28%
- Decrease: 4%
- Decrease significantly: 1%
- Don't know/unsure: 30%
17. What are the biggest hurdles in implementing KM in your organization?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge sharing not integrated into daily work</td>
<td>54%</td>
</tr>
<tr>
<td>Siloed information systems</td>
<td>54%</td>
</tr>
<tr>
<td>Too little understanding of strategic value of KM</td>
<td>49%</td>
</tr>
<tr>
<td>Lack of budget or underfunding</td>
<td>37%</td>
</tr>
<tr>
<td>Not enough upper-level executive support</td>
<td>35%</td>
</tr>
<tr>
<td>Too few or no incentives for active knowledge sharing</td>
<td>35%</td>
</tr>
<tr>
<td>Locating or identifying information of value</td>
<td>33%</td>
</tr>
<tr>
<td>Lack of stakeholder participation</td>
<td>31%</td>
</tr>
<tr>
<td>Not enough training</td>
<td>27%</td>
</tr>
<tr>
<td>Systems seem too “complicated”</td>
<td>26%</td>
</tr>
<tr>
<td>Stakeholder resistance to sharing expertise</td>
<td>23%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
</tr>
</tbody>
</table>

18. How would you rate your organization’s satisfaction with the strategic performance of KM-related activities?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly satisfied</td>
<td>11%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>23%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>11%</td>
</tr>
<tr>
<td>Highly dissatisfied</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know/unsure</td>
<td>11%</td>
</tr>
</tbody>
</table>

19. Please rate the level at which you expect KM activities to contribute to your organization’s abilities to meet the following priorities over the next 3 years on a scale of 0 to 5, from “0” meaning no role at all to “5” meaning a highly visible role

<table>
<thead>
<tr>
<th>Priority</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue growth</td>
<td>17%</td>
<td>7%</td>
<td>17%</td>
<td>26%</td>
<td>25%</td>
<td>8%</td>
</tr>
<tr>
<td>Customer satisfaction/loyalty</td>
<td>5%</td>
<td>8%</td>
<td>12%</td>
<td>22%</td>
<td>28%</td>
<td>24%</td>
</tr>
<tr>
<td>Profit growth</td>
<td>19%</td>
<td>10%</td>
<td>17%</td>
<td>25%</td>
<td>22%</td>
<td>8%</td>
</tr>
<tr>
<td>New markets</td>
<td>18%</td>
<td>9%</td>
<td>19%</td>
<td>23%</td>
<td>18%</td>
<td>13%</td>
</tr>
<tr>
<td>Increased market share</td>
<td>21%</td>
<td>11%</td>
<td>17%</td>
<td>21%</td>
<td>18%</td>
<td>11%</td>
</tr>
<tr>
<td>Innovation</td>
<td>4%</td>
<td>4%</td>
<td>17%</td>
<td>20%</td>
<td>32%</td>
<td>22%</td>
</tr>
<tr>
<td>Cost cutting/expense reduction</td>
<td>8%</td>
<td>7%</td>
<td>17%</td>
<td>27%</td>
<td>24%</td>
<td>16%</td>
</tr>
<tr>
<td>New product development</td>
<td>11%</td>
<td>11%</td>
<td>17%</td>
<td>25%</td>
<td>26%</td>
<td>10%</td>
</tr>
<tr>
<td>Sales and marketing</td>
<td>16%</td>
<td>10%</td>
<td>20%</td>
<td>25%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>Employee acquisition</td>
<td>17%</td>
<td>13%</td>
<td>22%</td>
<td>17%</td>
<td>16%</td>
<td>8%</td>
</tr>
</tbody>
</table>

20. Please rate the importance of the following KM objectives to your organization on a scale of 0 to 5, from “0” meaning not important at all to “5” meaning of critical importance

<table>
<thead>
<tr>
<th>Objective</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support product innovation and development with information resources</td>
<td>4%</td>
<td>9%</td>
<td>15%</td>
<td>20%</td>
<td>31%</td>
<td>21%</td>
</tr>
<tr>
<td>Accelerate new product innovation and development</td>
<td>7%</td>
<td>11%</td>
<td>16%</td>
<td>23%</td>
<td>25%</td>
<td>18%</td>
</tr>
<tr>
<td>Capture and document employee expertise</td>
<td>2%</td>
<td>5%</td>
<td>11%</td>
<td>20%</td>
<td>28%</td>
<td>34%</td>
</tr>
<tr>
<td>Facilitate organizational learning</td>
<td>2%</td>
<td>6%</td>
<td>13%</td>
<td>17%</td>
<td>33%</td>
<td>30%</td>
</tr>
<tr>
<td>Manage actionable information for analytics</td>
<td>6%</td>
<td>10%</td>
<td>15%</td>
<td>22%</td>
<td>27%</td>
<td>19%</td>
</tr>
<tr>
<td>Boost collaboration and information sharing between employees</td>
<td>3%</td>
<td>5%</td>
<td>6%</td>
<td>17%</td>
<td>31%</td>
<td>39%</td>
</tr>
<tr>
<td>Boost collaboration and information sharing with outside partners/customers</td>
<td>7%</td>
<td>10%</td>
<td>14%</td>
<td>21%</td>
<td>27%</td>
<td>21%</td>
</tr>
<tr>
<td>Bring outside innovation and knowledge resources into the organization</td>
<td>10%</td>
<td>9%</td>
<td>19%</td>
<td>21%</td>
<td>25%</td>
<td>15%</td>
</tr>
<tr>
<td>Collect and share information on best practices</td>
<td>3%</td>
<td>3%</td>
<td>10%</td>
<td>18%</td>
<td>32%</td>
<td>34%</td>
</tr>
<tr>
<td>Enhance individual employee productivity/output</td>
<td>2%</td>
<td>5%</td>
<td>9%</td>
<td>18%</td>
<td>28%</td>
<td>36%</td>
</tr>
<tr>
<td>Manage intellectual property rights</td>
<td>16%</td>
<td>13%</td>
<td>16%</td>
<td>22%</td>
<td>16%</td>
<td>16%</td>
</tr>
</tbody>
</table>
21. Do you hold a specialist Knowledge Management qualification, such as a certification or degree?

18% Degree/certification
4% Yes
77% No
(Total does not equal 100% due to rounding.)

22. What is your primary department?

Director/manager/chief/head/supervisor 24%
Knowledge management personnel 24%
Executive management 12%
IT computer systems/operations manager 12%
Other 28%

23. How many employees are in your organization?

More than 20,000 21%
10,000–20,000 7%
5,000–9,999 9%
1,000–4,999 18%
500–999 6%
100–499 17%
25–99 8%
Fewer than 25 13%
NA 1%

24. What is your primary business or activity?

Banking, insurance, financial services, real estate, legal 11%
Federal government, military 12%
Education, including school, university 8%
Application service provider 6%
Business/accounting services 6%
Engineering, science, R&D, mining, construction 6%
Healthcare/pharmaceutical/medical 5%
Computers, electronics manufacturing 4%
Wholesale/retail (non-computer/electronics) 3%
Wholesale/trade/retail/distribution 3%
Travel/hospitality/recreation/entertainment 3%
Publishing, advertising, entertainment media 3%
Utilities—gas, electric, water, sanitation 2%
Internet service provider 1%
Reseller (VAR) 1%
Other 29%

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Attivio, Inc. is a Boston-based software company that is reinventing strategic enterprise search. Its core product, Attivio 4.3, is the only single platform for addressing all search and discovery initiatives within an organization. Attivio’s agile platform seamlessly integrates with exiting environments, and provides immediate visibility into all information, enabling users across the organization to act with certainty, improve productivity and achieve global impact.

**Attivio 4.3**
Attivio 4.3 delivers new functionality improvements that make it dramatically easier to build, deploy, and manage contextually relevant applications that drive revolutionary insight. Unlike other platforms that require heavy coding and IT involvement, Attivio 4.3 makes it easy to deliver unlimited search and analytic applications from a single reusable platform.

- **Attivio 4.3**

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Connotate is the market leader in massively scalable web content extraction. Our combination of proven technology and real-world experience turns the web’s big data into a worldwide database for our customers. With Connotate, information service providers and other data-centric companies dramatically increase their content harvesting capacity, drive down their ongoing cost of content extraction, and radically reduce the complexity of their downstream data operations.

Connotate has an innovative, patented approach to web content extraction that goes far beyond web scraping or custom scripts. By combining a visual understanding of how websites work with advanced machine learning, we make web content extraction
scalable, precise and reliable. Connotate easily handles hundreds of thousands of websites and terabytes of data, delivering targeted, high-value information that unlocks the true potential of web content for your business.

Connotate is trusted by many of the largest information products and services companies in the world. These include two of the top three financial and credit information service providers, five of the top eight background check companies, and three of the top five supply-side ad exchanges. Connotate is used in a wide range of applications, including content and news aggregation, financial and market research, retail and distribution chain monitoring, competitive and pricing intelligence, sales intelligence and lead list generation, and compliance and risk management.

- Connotate®
- FetchCheck

\[\text{Incentive}^\text{TM}

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Incentive is a leading provider of a complete social intranet for mid-market organizations and enterprise teams. With an easy-to-use interface, Incentive’s platform enables businesses to capture and secure enterprise knowledge and collaborate across the entire organization, delivering improved profitability, increased efficiency, and accelerated business results.

Incentive Social Collaboration Platform features:
- Incentive Enterprise File Sharing
- Incentive Private & Group Chat
- Incentive Wikis & Blogs
- Incentive Enterprise Social Network

\[\text{Magnitude Software}

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Powerful Family of Enterprise Information Management (EIM) Software

Magnitude Software offers a family of award-winning products, from business intelligence and data warehousing to master data management, reporting and analytics. These proven products are used by more than 200,000 users in 100 countries.

Noetix BI—a tightly integrated family of products for operational and strategic reporting designed to help maximize a customer’s investment in Oracle E-Business Suite and includes:

- NoetixViews—Operational reporting solution for Oracle EBS that provides users with immediate access to real-time data through hundreds of pre-built reports and database views.
- Noetix Analytics—Packaged data warehouse solutions that greatly simplify the process of implementing an enterprise DW, enabling fast access to Oracle EBS data.
- Noetix Generator—Automates the manually-intensive process of populating BI reporting tools (Oracle BI EE, IBM Cognos BI, SAP BusinessObjects, Microsoft BI, and QlikView) with the reporting objects necessary to develop reports against Oracle EBS.

Kalido Master Data Management—Business users and decision makers can begin to trust their data and unlock the real value of the information within their systems. Kalido MDM offers mid-market and large enterprises the core capabilities to model, manage and govern master data.

Kalido Information Engine—The Kalido Information Engine enables customers to deploy and maintain a data warehouse much faster than traditional hand-coding or ETL-based methods. Automation, agility and speed are the hallmarks of our technology. Using a top-down, requirements-driven business information modeling solution, coupled with significant automation in all phases of data warehouse design, development and deployment, customers can go-live in as little as 90 days.

- NoetixViews
- NoetixAnalytics
- NoetixGenerator
- Kalido Information Engine
- Kalido Master Data Management
- Kalido Business Information Modeler

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Noetix provides instant operational reporting and packaged analytics for Oracle Applications. Our patented metadata-driven software and lean architecture deliver the lowest cost BI solution to acquire, implement, and maintain. Noetix’s proven technology is being used by industry-leading

KMWorld 2016

Best Practices White Paper Calendar

January
- BPM & CASE MANAGEMENT • BPM/Workflow/CIM/DIM
- Business Process Management • Content Management
- Adaptive Case Management • Collaboration • Cloud-Provided Services
- Contracting • Mobile Workforce Management • Business Process Outsourcing

Bonus Distribution: Gartner BPM Summit

February
- E-DISCOVERY • RM/RETENTION PRACTICES/EMAIL/COMPLIANCE
- Enterprise Search/Information Access • Records Management
- Email Management • Information Governance • Legal Hold • Document Life Cycle Management • Storage/Archive

Bonus Distribution: LegalTech NYC

March
- INFORMATION ANALYTICS • BI/DATA MINING/MADOOP
- Structural/Unstructured Integration • Predictive BI • Real-Time Data • ETL
- Data Mining • Big Data as a Service • Semantic Analysis

Bonus Distribution: Gartner BI and Analytics

April
- ENTERPRISE CONTENT MANAGEMENT • ECM/EDMS/DRM/KM
- Web Content Management • Documents/Imagery/Forms Management
- Digital Asset Management • Cloud and Mobile Applications

Bonus Distribution: AIM

May
- KM FOR FINANCIAL SERVICES • ECM/EDMS/DRM/KM
- Web Content Management • Document/Imagery/Forms Management
- Digital Asset Management • Cloud and Mobile Applications

Bonus Distribution: AIM

June
- ENHANCING SHAREPOINT • RM/STORAGE/SOCIAL NETS
- Cloud Storage • Search • Office 365 Migration • Records Management
- Collaboration • Portals • Security

Bonus Distribution: SharePoint Symposium

July
- CLOUD COMPUTING • APIs/SAAS
- Off-Site vs. On-Prem: Security and Privacy • Public/Private/Hybrid
- Information Governance • Infrastructure/Platforms • Open Source • Mobile

Bonus Distribution: TBD

August
- INTELLIGENT SEARCH • METADATA/ANALYTICS/TEXT MINING
- Semantic Search • Cognitive Computing • Natural Language Processing
- Keyword Search • Management • Mobile Applications • Security and Permissions

Bonus Distribution: Enterprise Search & Discovery

September
- INFORMATION GOVERNANCE • EMAIL MANAGEMENT/ E-RECORDS/RISK MANAGEMENT
- E-Discovery • Information Governance • Document Life Cycle Management
- Retention Management/Archive • Legal Hold • Security • Business Continuity

Bonus Distribution: ARM

October
- WEB CONTENT MANAGEMENT • WEB CONTENT MANAGEMENT
- Content Management • Search Engine Optimization • Privacy and Security
- Customer Experience Management • Omnichannel/Cloud-Provided Services

- Automated Templates • Workflow/Workforce Management

Bonus Distribution: KMWorld 2016

November
- MOBILE WORKFORCE • BYOD/NWFM/PDAs
- Mobile Applications • Information Governance • User Interface Design
- Wi-Fi and 4G • Security • Smartphone Apps • Social

Bonus Distribution: KMWorld 2016: Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

December
- KNOWLEDGE MANAGEMENT • EDM/ECM/BI/C/E-Learning
- Content Management • Document Management • Enterprise Search Classification/Taxonomy • Collaboration • Expertise Location
- Project Management/Marketing • Business Performance Analytics

Bonus Distribution: KMWorld 2016: Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

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