



## CCH® KnowledgeConnect

Increase productivity by capturing your intellectual assets in one place, accessible anytime, anywhere.

Capture and Share Intelligence • Collaborate • Fast Answers

The extensive experience and knowledge of your organization's leaders and subject-matter experts sets your business apart from other industry competitors. CCH® KnowledgeConnect enhances this important asset by helping employees locate and benefit from documented knowledge. CCH KnowledgeConnect can also help identify undocumented expertise that should be recorded for future use. Powerful search capabilities easily connect firm employees with the knowledge they need to make faster and more informed business decisions, avoid work redundancies and reduce project cycle times.

### Saves Time Across Your Organization

- Interactive communities provide easy collaboration across the organization, even if you do business in multiple locations, or have remote employees.
- Sharing access to a single knowledge base helps your knowledge leaders avoid repeated interruptions for the same questions.
- Built-in Return on Investment (ROI) feature enables you to calculate and report on how much time and money managing knowledge has saved the organization.
- Integration with Microsoft® Office enables employees to post and respond without actually logging in to KnowledgeConnect.

### Makes Information Easy to Find

- Federated search combines your tacit, internal knowledge with knowledge from your other CCH solutions like ProSystem fx® Document and IntelliConnect®.
- A single, centralized location for your unique knowledge ensures that critical know-how stays in the organization even after employees leave.
- Powerful search capabilities help employees locate the right answers quickly.
- Upon login, an 'evergreen' home page presents the newest information posted to a user's areas of interest.

### Helps Identify the 'Best Way'

- Best Practices documents allow your leaders to establish business rules that define and standardize processes and procedures unique to your organization.
- The solution easily identifies subject matter experts, as well as top users (champions) based on the number of documents published and questions answered.
- Users can rate the accuracy, quality, and usefulness of content so that the best answers to questions are identified based on value.

### Captures Knowledge Quickly

- Accessible anytime, anywhere via secure Internet access, KnowledgeConnect provides rapid deployment so remote employees can easily take advantage of the system.
- The 'Ask Question' feature allows users to pose their own questions to specific knowledge leaders, or to an entire community.
- The easy-to-navigate user interface encourages rapid user adoption.

### Set Business Rules to Meet Your Needs

To improve efficiency and productivity, KnowledgeConnect contains the ability to establish your own business rules to make the system behave the way your organization needs it to. These rules dictate the processes for capturing, publishing, routing, and escalating knowledge. Examples of business rules include:

- Routing a document, such as an answer to a question or a best practice, for approval before it can be published.
- Escalating urgent questions if they have not been answered in a pre-defined amount of time.
- Notification of low rated items for further review.
- Controlling who can join a community based upon their roles and responsibility.

### Interactive Document Types

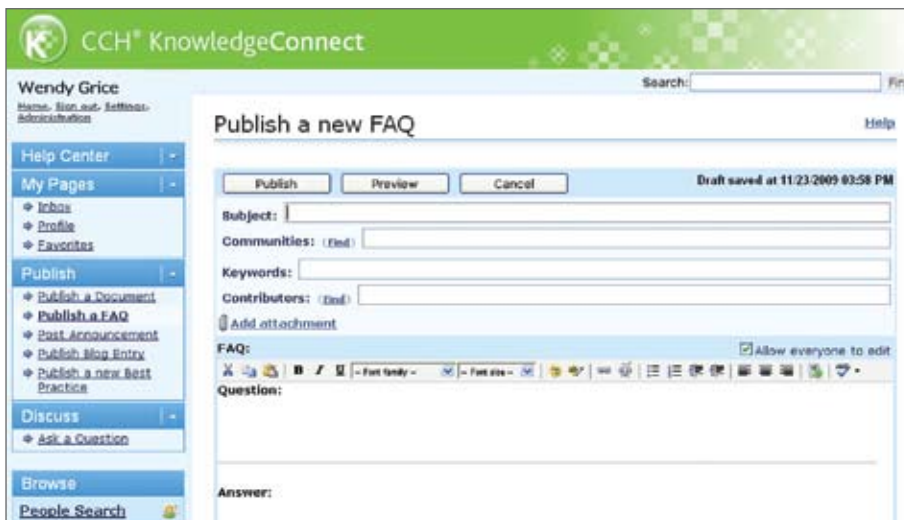
KnowledgeConnect helps you take advantage of Web 2.0 technologies that arrange your knowledge logically and encourage interactive knowledge sharing among team members.

- Blogs
- Wikis
- Best Practices
- FAQs

### Integration with CCH Solutions

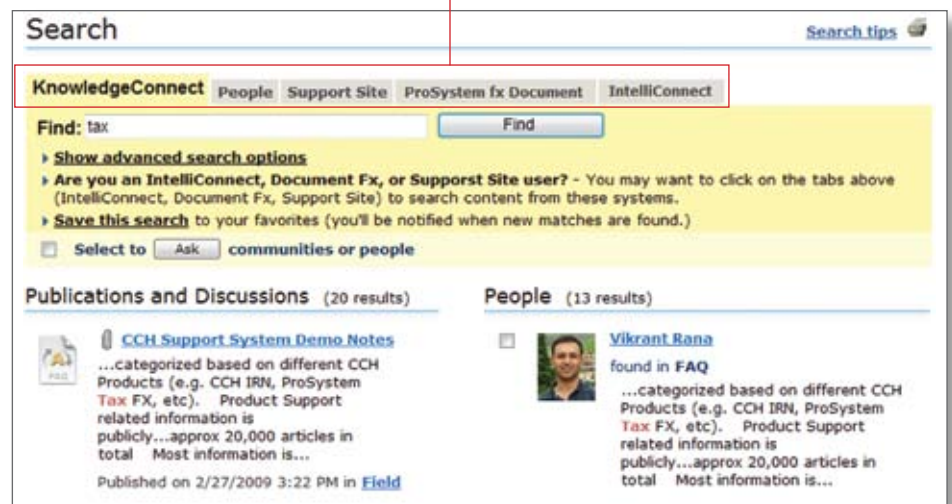
KnowledgeConnect captures the internal knowledge of your knowledge leaders' and subject-matter experts. It also connects your organization to the knowledge contained in your CCH subscriptions.

- ProSystem fx® Document
- IntelliConnect®
- CCH Support Knowledge Base
- Additional integrations planned for future releases



Users will enjoy a simple, and easy-to-use interface. Finding solutions to organization-specific questions has never been faster.

When performing a search across multiple databases, results will be returned in an easy-to-find tab format based on solutions.



To learn more about CCH® KnowledgeConnect, please contact your CCH Account Representative at 888-CCH-REPS (888-224-7377) or visit [CCHGroup.com](http://CCHGroup.com)

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