



## Knowledge Management

### OVERVIEW

Whether you're charged with guiding your organization's first step toward Knowledge Management (KM) or justifying the continuation or expansion of initiatives already underway, OmniSolve Inc. (OmniSolve) has the skills, experience and tools to support your most challenging business applications.

We assist organizations in building, organizing, utilizing, and safeguarding knowledge. Our goal is to promote understanding of the role, nature, and management of knowledge, and make it possible for individuals and organizations to deal creatively and effectively with knowledge assets in all its forms.

### CHALLENGES

The challenges often associated with Knowledge Management include:

- **Culture**
  - Management support/sponsorship
  - Demonstrating business value
  - Change management implications
  - Keeping up with new technologies
- **Technology Infrastructure**
  - Integrated databases
  - Interoperability
  - Navigational tools
  - Collaborative tools
- **Process and Architecture**
  - Business process/model
  - Documentation/content
  - Integrating into planning systems
  - Execution
  - Measurements

### APPROACH

OmniSolve's approach to capturing and reusing knowledge has been refined through successful application over the last several years. OmniSolve focuses on delivering performance improvement where a business or operational imperative exists and where knowledge can make a difference to the desired performance outcome. Our approach distinguishes itself from other approaches in the following ways:

- At the beginning of your knowledge management initiative, OmniSolve will help you evaluate your knowledge requirements to identify the most critical core knowledge domains.
- We work with you and your team to help to design, develop, and implement the KM solution which enables you to understand in depth what is done and how to do it. This helps you to sustain and maintain the investment you have made, creating internal ownership for the outcomes.
- Our consultants will devote an equal amount of attention to delivering specific, tangible, business or operationally driven performance improvements as well as embedding core KM practices and skills in the people impacted by the new practices.
- We always ensure that the approach meets your business needs in terms of culture, process and technology.
- Wherever possible we leverage existing investments in your technology base while deploying only when necessary, new, scalable enabling processes and technologies at minimum risk to the business.

### EXPERIENCE

OmniSolve has worked with the General Services Administration, Public Buildings Service, Knowledge Management Division to develop and deliver the following:

- **Communities of Practices**
- **Virtual Teams**
- **Taxonomy Solutions**
- **Content Management Software**
- **Collaborative Workspaces**
- **Best Practices**
- **Case Studies**

### COMPLEMENTARY SERVICE OFFERINGS

Other service offered by OmniSolve that complement this offering includes:

- **Business Process Improvement**

For further Information please contact us:

### CLIENT BENEFITS

*OmniSolve has experience in the following areas which are instrumental in helping your organization succeed in this competitive market:*

- **Technology Evaluation**
- **Information Architecture Design**
- **Content Management & Delivery**
- **Data Warehousing and Business Intelligence**
- **Business Process Improvement**
- **Portal & Collaboration Tools Implementation**

### APPROACH HIGHLIGHTS

- **Evaluate your knowledge requirements**
- **Work closely with your team to design, develop and implement your KM solution based on our core, best practices approach**

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