



TKCI Client Success Story Summary

This Success Profile is a composite of the Knowledge Management projects successfully completed by TKCI consultants.

Organization	Project	Description
Software Solutions & Services	KM Strategy Development	Formulated Knowledge Management (KM) Strategy to identify key knowledge-centric decisions in alignment with corporate business and technology strategies and support KM Program Implementation Plan.
Financial Services	Knowledge Mapping	Completed Knowledge Asset Mapping Exercise to identify and categorize key employee expertise, and competencies and mission-critical knowledge to support executive and process decision points.
Software Solutions & Services	KM Executive Seminar Program	Created and conducted a Knowledge Management Executive Seminar Program to raise the awareness of an organization's senior managers prior to the commencement of a KM Solution implementation.
Business Services	KM Taxonomy	Designed, created and populated KM Taxonomy for an organization's Help Desk knowledge (tacit and explicit) used in incident and problem resolutions.
Communications	KM Maturity Model	Constructed a KM Maturity Model and compared with a Best Practice Maturity Model; Identified Gaps and crafted actions to move organization to higher model levels.
Financial Services	Knowledge Continuity Strategy & Plan	Created Knowledge Continuity Strategy and Plan to implement a Knowledge Continuity Program to harvest required knowledge from existing (and departing) employees and transfer to new hires (and existing employees).
Technology Consultancy	Open Source ECM Solution Search	Conducted a market search to identify Open Source Enterprise Management (ECM) products and vendors; Created an Open Source Evaluation Model to identify products for a short list and ultimate selection; Developed a customized ROI Model to understand the total cost of the ECM solution – one time and ongoing.
Software Vendor & BPO Services	Web Information Architecture	Created an Information Architecture and Content Design for a redesign of a corporate Web site.
Pharmaceutical	KM E-Learning Development	Designed and created an E-Learning Knowledge Management courseware to support implementation of a packaged KM solution – modules included, users, managers, administrators, and technical.
Software Solutions & Services	Knowledge Article Design Framework	Designed Solution Knowledge Article Framework for Desktop Systems Help Desk. – included roles and responsibilities, authoring and publishing guidelines, and article templates.
Pharmaceutical	KM Package Solution Search & ROI Model	Conducted a market search to identify a KM solution for use within a Service Desk environment integrated with HP Service Desk solution; Created a Commercial Evaluation Model to identify a 'short list' of products and vendors and final selection; Developed a customized ROI Model to identify and understand total cost of the KM Service Desk solution – one time and ongoing.
Pharmaceutical	KM Solution Implementation	Developed and implemented Project Plan for the implementation and integration of the KNOVA Knowledge Desk solution with a corporate IT Infrastructure; Included KM Success Metrics and Performance Monitoring framework and guidelines.
KM Software Vendor	KM Marketing & Support Collateral	Designed, created, and published a KM Collateral set for a knowledge management provider, included sales, marketing, product and success profiles, and user business and technical overviews.
Business Services Consultancy	SharePoint KM & ECM Strategies	Developed KM and ECM business and technology strategies for using Microsoft SharePoint as the enterprise business application for centralizing all client and company solution content.
Retail	Innovation Brainstorming Sessions	Created and conducted Innovation Brainstorming Session Program with the company's executive team to discover new creative product ideas leading to redesign of existing and introduction of new products.
Manufacturer	Communities of Practice (COP)	Developed strategy, business requirements, and infrastructure for the introduction of a Communities of Practice (COP) enterprise program.
Financial Services	Knowledge Inventory & Asset Valuation	Conducted an inventory of corporate mission-critical knowledge assets and valued knowledge assets with the TKCI Knowledge Valuation Model.
Business Services Consultancy	Wiki Design & Implementation	Designed and created a Wiki Program for a Project Management Office (PMO); created individual Wikis for client engagements with collaboration access by client and consultants.