

## CASE STUDY KNOWLEDGE MANAGEMENT

### **CHALLENGE**

Intellectual knowledge was being held by individuals at all levels from junior management upwards; in the event that a manager left the company, his IK left with him.

During 2006, Corus Group, a £9B turnover international steel manufacturer, had a requirement to capture the Intellectual Knowledge (KM) within their marketing and support desk departments.

### **Challenge**

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### **BENEFITS**

The system was delivered in budget, and *ahead* of schedule, and has now been rolled out to incorporate other areas of the business. It revolutionised the way in which the company held information, raised customer service levels, managed the risks of losing critical corporate information, and has provided staff with friendlier and easier working practices.

Additionally the technical information held by the individual staff manning the incoming call centre, was created and updated at a personal level and not held anywhere centrally. Again in the event that a person left the business, that persons IK went with them.

### **Solution**

Peoplewware were retained to consult with senior management in proposing a solution. We recommended that a knowledge management system was installed to capture all of the IK within the two business areas.

Peoplewware documented the processes and designed a specification for the new system. We then issued an Invitation to Tender (ITT) to likely suppliers.

Using our own scoring system we short listed the suppliers and managed the presentations to the customer.

When Corus had nominated a preferred supplier we managed the implementation through the first six months of delivery

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Here at peoplewware we've been introducing innovative practices for specific customer requirements for the last six years. Using the lessons learned in the construction, financial services and oil & gas industries we are now applying these practices to businesses across all markets and disciplines.

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