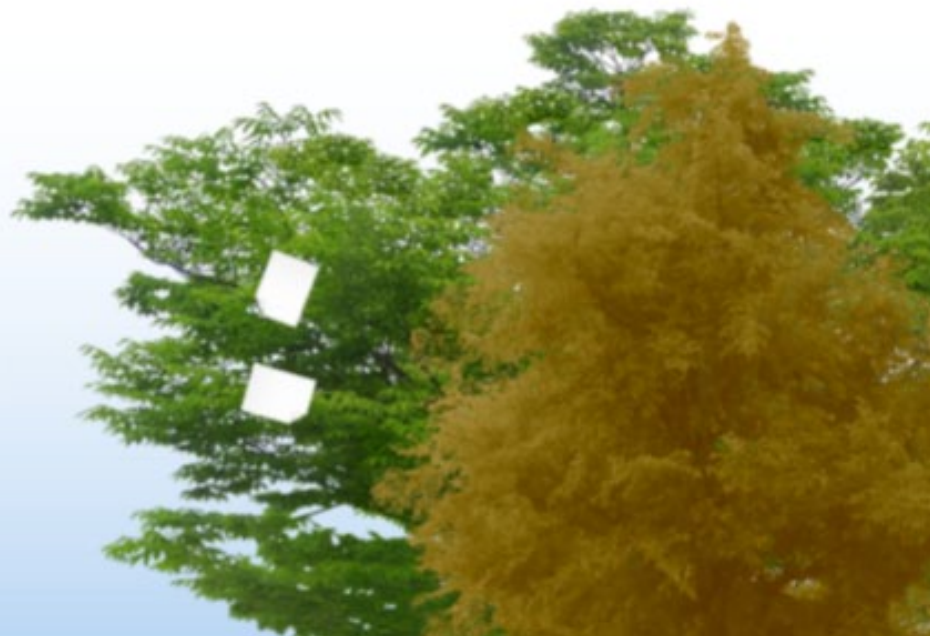
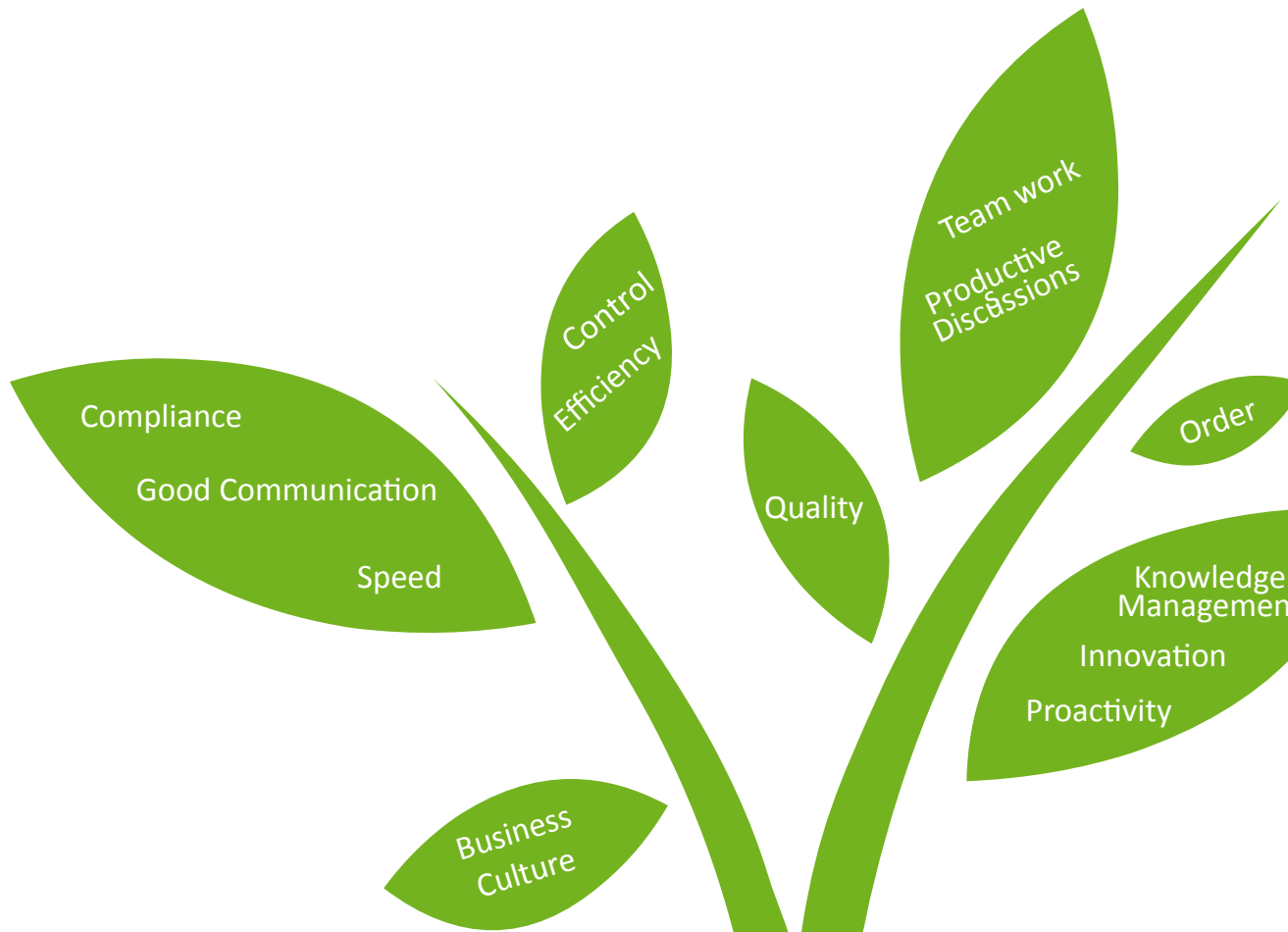


edif Knowledge Management

KNOWLEDGE DISTRIBUTION





WHAT IS EDIFY?

EDIFY is a tool that can perform the following functions within the organization:

Communications
& Relations Assistant

Document & Internal
Data Searcher

Document & Data Keeper
and Manager

Daily Tasks Planner
& Executor

Events
Alerter

In-House Spokesperson

generating

SOLUTIONS



DOCUMENT MANAGEMENT – KNOWLEDGE MANAGEMENT

In many organizations, documentation tends to be spread all over the company, generating a slowdown in document search and control tasks.

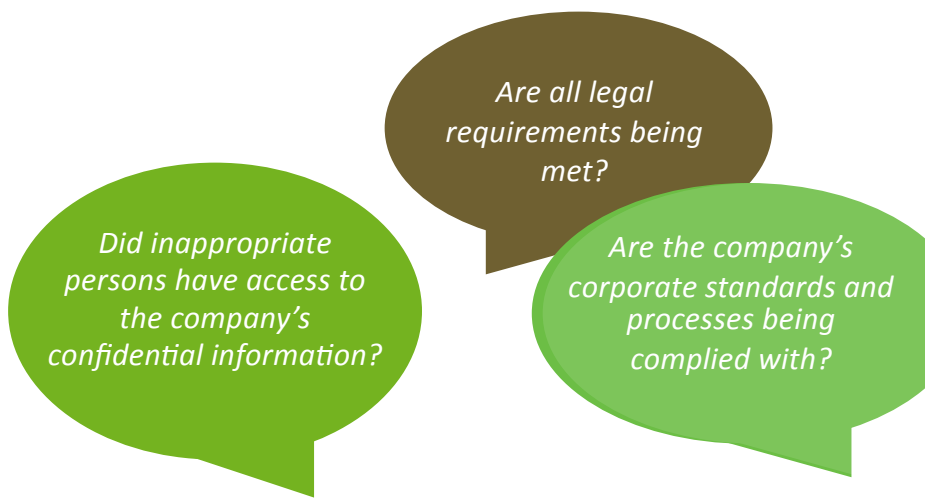
EDIFY is a tool that allows for loading, versioning, searching, ordering, and controlling documents and/or any other digital content of the company in such a way that it provides an easy and fast data management. With EDIFY, your company can manage the current content explosion in an efficient way.

EDIFY allows for versioning documents, as well as tabbing them (contextualization), thus making it easier and speeding searches up by means of the tabs. EDIFY has both standard and advanced search engines, depending on the needs of each company, department and user.

EDIFY also helps knowledge stay in the company rather than in the individuals.

EDIFY's Document Management – Knowledge Management section allows for:

- *Loading digital content.*
- *Categorizing and contextualizing digital content.*
- *Versioning digital content.*
- *Registering comments and scores (stars) on digital content.*
- *Blocking digital content.*
- *Linking content to certain documents already created for a particular area within the organization (document templates, such as agreements).*
- *Protecting access to information.*
- *Searching for documents using the search engine (keywords, tabs, etc.), as simply as making a Google search.*
- *Creating prefixed filters for the rest of the users.*
- *Searching users that have created content.*
- *Structuring information by creating work spaces.*



RECORD MANAGEMENT – E-DISCOVERY – COMPLIANCE MANAGEMENT

Many organizations face a growing responsibility to adopt a better governance, maintenance and compliance with its procedures. This growing need for capturing, managing and controlling corporate information (which is mostly in the form of business documents and e-mails) in an efficient way is leading companies to implement document management solutions that may help them:

- *Ensure compliance with corporate standards and procedures.*
- *Ensure that documents and other related records are not accessed by unauthorized or malicious users.*
- *Manage compliance with a high level of legal requirements and regulations.*

EDIFY provides the necessary solution for organizations to capture, classify, control and make available a wide variety of corporate records.

EDIFY's Record Management section allows for:

- *Loading evidence in digital content.*
- *Categorizing and contextualizing evidence.*
- *Versioning standards or procedures.*
- *Blocking evidence.*
- *Linking content to certain standards and regulations already created for a particular area within the organization (document templates, such as legal requirements).*
- *Protecting access to information.*
- *Searching for documents using the search engine (keywords, tabs, etc.), as simply as making a Google search. Excellent for audit processes.*
- *Searching users that have created content.*
- *Structuring information by creating work spaces.*



SOCIAL COMMUNICATION TOOL

Today, any tool that may increase communications inside a company is undoubtedly welcome –whether it be internal or external. EDIFY is a tool that strengthens the company's internal communications, as well as the company's communication with its clients and suppliers.

EDIFY offers a company's departments and staff a space where they can communicate their news to the whole organization, ensuring that nobody is missed and that the message will reach its purpose. No employee will say that he/she was not aware of, for example, new HR rules, an event or workshop, or a new coworker.

On the other hand, EDIFY offers another communication channel with the client. Clients may learn about the status of a given project without waiting for an e-mail, a call or a meeting with the project manager. In the same line, a supplier may learn about the authorization status of a particular purchase order.

Additionally, EDIFY provides discussion forums with the clients –a tool not yet widely used by companies in their relationship with clients, but which is highly used in tech forums.

Finally, EDIFY allows for carrying out fast surveys (a question with 5-choice answers), which can provide a quick result to measure the climate of a given sector.

EDIFY's Social Communication section allows for:

- *Reporting HR news to the whole company.*
- *Reporting news to a department in particular.*
- *Reporting news about the progress of a project to a client.*
- *Reporting news about the progress of a purchase order authorization to a supplier.*
- *Creating discussion forums, both internal and external.*

POTENTIAL USES

SALES AND MARKETING

Has your company invested time and money in your CRM but there are still missing parts in the jigsaw? EDIFY can be integrated to your CRM, thus providing the possibility to control all the sales support material, published in a central space that may be easily accessed from your CRM application. Additionally, your sales representatives will have a collaboration tool that will allow them to share information about their clients and their preferences.

How does it work?

- *A structure (ontology) is created according to the sales department's characteristics.*
- *EDIFY is integrated to your CRM, such as Salesforce or Microsoft Dynamics.*
- *Sales representatives start accessing all the marketing and sales material they need, without leaving the CRM interface.*
- *Sales representatives can attach e-mails and telephone conversations recordings, or prepare versions of documents, such as price lists or product/specifications lists, from the CRM.*
- *Model agreements and RFPs can be obtained.*
- *Facebook, LinkedIN or other contacts links can be recorded.*

FINANCE & ACCOUNTING

Is it necessary to have a person to monitor the termination date of service agreements, tax return deadlines, or critical payments? How can we control the person not to forget? Now EDIFY lets you know when you should act, so that you have time to carry on with your business. You can tab documents to be reviewed and monitored later, as well as send proactive alerts, ensuring that your defined processes are appropriately monitored and meeting your business needs.

How does it work?

- *The user identifies and creates critical dates, for example, to renew agreements or pay taxes, as well as other dates included in any document's tabs.*
- *The user receives alerts through the events alerter.*
- *The user updates the documents when changes are made.*
- *The user can see all the changes made to the document on a historical basis, as well as perform audit tests.*
- *This solution ensures the user that no other changes were made, since the document was locked.*



BUSINESS RELATIONSHIP WITH THE CLIENT (SALES / LEGAL / COMMERCIAL)

Organizing commercial operations may be rather difficult as a result of lost e-mails, multiple versions of files or documents, or repeated reviews of agreements and proposals. EDIFY eliminates task repetition, allowing all the parties to collaborate in the same platform, have quick access to documents, and find all the information required at any time.

How does it work?

- *The administrator creates work spaces, folders and subfolders for all the documents of the business area (proposals, agreements, notes, etc.).*
- *The administrator creates access authorizations for the pertinent parties of a business, the company's internal staff, clients, partners, and others.*
- *The administrator creates alerts for each document, which will tell each involved party the actions that need to be carried out.*



TECHNICAL SUPPORT DEPARTMENT

Does your technical support team waste time searching for solutions that have already been solved? Are the persons that know how to solve a problem not available? EDIFY allows for strengthening ITIL's best practices in such a way that anybody can solve a problem that has already been solved in the past, thus reducing technical support costs and improving service levels.

How does it work?

- *The administrator creates work spaces, folders and subfolders in order to record solutions to technical support problems.*
- *The agent solving a case records the solution on EDIFY on a step-by-step basis, placing tabs on the document, such as keywords, error codes, menu, screen, etc.*
- *The agent receiving a case first searches for the solution on EDIFY to see if it has already been recorded.*
- *The agent complements the case making new comments or new versions of the document.*
- *The agent allows the client to have access to this type of solutions and product installations.*

For more information, please
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