

Knowledge for the New Year



Accelerate into an Effective Knowledge Program?

Most companies today understand the value of an effective Knowledge Management Program but do not have the resources or expertise in getting a program launched. T4S Partners partnered with comaround, a world leader in the Knowledge Management Content Delivery, to offer our collective expertise in helping a select number of companies to launch your own Knowledge Management program.

Our goal is to provide the steps and tools necessary so that the participating companies can launch and begin to realize the value of such a program.

Knowledge Management Program:

- Exclusive for Cherwell Clients of T4S Partners
- Provide access to 50,000+ Article-Pack™ articles with unlimited use – At no cost
- Access to Article-Pack™ knowledge integration via mApp
- Complementary use through the end of 2019
- For a Nominal fee:
 - o Initial setup and launch
 - o Monthly program updates
 - o Quarterly Online Best Practices Seminar
 - o Ability to measure knowledge success (mApp)

Keys to an Effective Knowledge Management Program

Reduce costs, increase revenue, improve workforce productivity and customer satisfaction with intelligent knowledge as a part of your digital transformation strategy.

Save time and decrease on-boarding time with knowledge management and self-service by adding more than 50,000 pre-populated ready-to-use knowledge articles for standard applications. The knowledge is KCS proven from the community of millions of users to prevent knowledge gaps and out of date knowledge. The pre-populated knowledge base includes articles for Windows & Mac OS X, Outlook, Office 365, Adobe, etc. and is available in 12 languages.

Knowledge Management Program Value:

- Improve first contact resolution
- Reduce time to resolution at level one
- Regular updates and content refreshes
- Enable self-service and AI

Knowledge Management programs with effective process and content achieve:

- 60% Shorter resolution time
- 50% Fewer cases
- 40% Higher resolution rate
- 30% More satisfied employees



comaround

T4S Partners & comaround - Knowledge Management Promotion

Beginning in January of 2019, T4S Partners in partnership with comaround are offering a value-added program to existing Cherwell customers who are interested in participating in a Knowledge Management Program. This program is targeted to Cherwell customers who currently do not have or have limited KM capability today.

For the next year, T4S Partners and comaround will provide consulting and content to those who actively participate in the program.

Consulting Service includes:

- Getting started - Initial Session – Setup and Training Session
- Monthly Newsletter on pertinent KM topics
- Quarterly Seminar on how to improve your KM Program
- KM mApp (mergeable application – KM Dashboard)

Content - comaround Intelligent Knowledge includes:

- Over 50,000 articles – Delivered and ready to use on Day 1
- Includes multimedia articles with text, screenshots, and video
- Updated over time to maintain accuracy and relevancy

A leading ITSM service provider leveraging both Cherwell Service Management and comaround Knowledge Management.

Phone: 720.379.4070

Email: info@t4spartners.com

Web: www.t4spartners.com

About T4S Partners:

T4S Partners was founded to help our clients drive growth by effectively connecting systems, processes, people and insight.

T4S Partners consultants have helped some of the most recognizable brands in business achieve extraordinary results.

We can help you create compelling new customer solutions, optimize your IT organization and assets, and transform enterprise service management into a competitive advantage. Let's talk about how T4S Partners can help you!

