



\*On The Customer



**ASHTOUCH**  
SYNERGY AT WORK

*Enterprise  
Relationship  
Management*

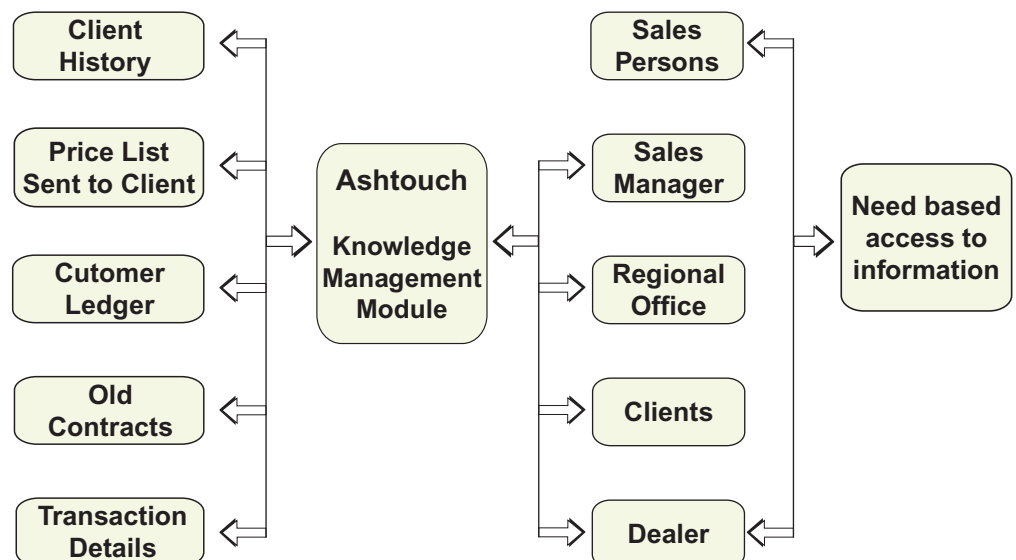
### Web based Knowledge Management

Knowledge management systems are closely integrated with document retrieval systems. Traditional data processing systems convert raw data into information, whilst knowledge management systems have the ability to deliver processed information to the person who is in need of it at an enterprise level.

Delivery of information is based not only upon storing it in an accessible area, but also upon relies heavily on searching the information intelligently and presenting a list most matching the requirements.

- Allows reports from legacy data processing systems to be distributed to persons both within and outside the organisation via the web.
- Transient information can have a specific life.
- Information is available at a private level or to a functional group on need bases.
- Search can scan inside of documents stored in the library.
- Deliveries of knowledge documents are available to groups of users based on access considerations.

### Knowledge Management System



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