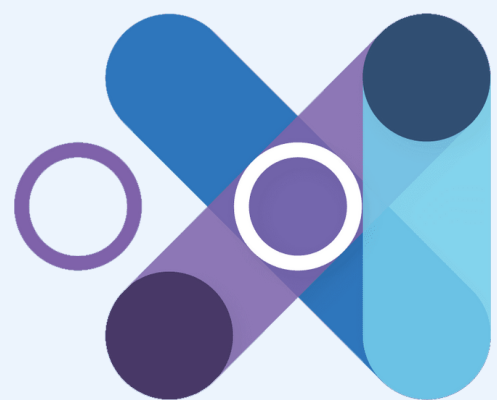# EVO

EVOPOINT SDN BHD

Transform and Enhance Knowledge to work with Evopoint's VT

Knowledge & Expertise

Explore how Microsoft Viva Topics leverages collective knowledge and expertise within your organization to empower employees by helping them to learn, develop new skills and innovate faster at work with curated information and create an ever-growing corporate knowledge base.

EVO

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Why
Evopoint Sdn Bhd?

Microsoft Partner
Gold Cloud Productivity
Gold Windows and Devices
Microsoft

Microsoft Partner
Adoptions and Change Management Advanced Specialization
Silver Project and Portfolio Management
Silver Collaboration and Content
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions
Silver Enterprise Mobility Management
Silver Security
Microsoft

Knowledge management has always been a crucial challenge for many organizations. Evopoint Sdn Bhd can help understand your desired state by encouraging information growth within your organization with seamless AI-enabled content and connecting them to subject matter experts. Our team will work with you to understand your priorities, challenges and culture to design a solution that meet your needs by:

- Focusing on building a practice of information collaboration and knowledge management
- Fostering connection between teams and information with community of experts at core
- Coaching knowledge managers and topic contributors to easily access and curate content for corporate knowledge base

Common Challenges

✓ **Skill lag**

Due to hybrid work trend, employees especially newcomer might face difficulties in knowledge intake and lag behind productivity curve.

✓ **People waste hours searching or recreating information**

Inefficient search efforts on existing organization information leads to context driving, duplicate efforts, drains productivity and creates frustration.

✓ **Experts are difficult to find**

Knowing who the expert on certain topic immediately will challenging as content and information are unclassified

✓ **Loss knowledge**

Unclassified information is either lost or lacks required security and compliance.

Business Benefits

Turn content into knowledge
Use AI to reason over your organization's data and automatically identify, process, and organize content

Make knowledge easy to discover
Automatically display topic cards across Microsoft 365 apps to discover knowledge in the context of your work

Find topics anywhere
Give people the knowledge and expertise anytime, anywhere by using Microsoft Search to discover topics

Social and mobile learning
Share, recommend and talk about learning content on Microsoft Teams

Improve employee experience
Accelerate content relevancy can improve employee experience by minimizing knowledge access efforts, allowing employee to focus on what's important

What customers are using Viva Topics for the most:

Democratize access to project and product design & development knowledge; manage project portfolio

Informal, in-context training and learning

Job/role onboarding

Expertise identification

Understanding context

Sales enablement through accessing the latest content

Customer issues and associated expertise

Make tacit knowledge explicit

Competitive intelligence

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Functional scenarios for Viva Topics

👥 HR

- **New employee and role onboarding**:
  Provide new employees (and existing employees starting a new role) with the knowledge they need to successfully onboard and accelerate their time to productivity

- **In content learning:**
  Enable employees to learn about topics relevant to their jobs in the flow of their work

- **Merger & acquisitions:**
  Provide employees of acquired company with knowledge to integrate more quickly into acquiring company

- **Employee experience:**
  Enable IT and HR help desk to find answers and experts

👥 SALES & CUSTOMER SERVICE

- **Sales enablement:**
  Improve sales pursuit outcomes and reduce proposal production time by helping salespeople identify SMEs and reuse existing content and knowledge

- **Product and service knowledge base:**
  Help employees learn about company products and services with easy access to product details, announcements, roadmaps, and a place to ask questions

- **Customer knowledge base:**
  Maintain knowledge base about customers and their industry to help employees better serve customers

- **Customer support and expertise:**
  Provide contact agents with knowledge and the ability to find SMEs to improve customer issue resolution outcomes and efficiency

⚙ OPERATIONS

- **Asset knowledge base:**
  Provide employees with one place to go to find comprehensive and up-to-date information related to organizational assets

- **Process and procedure knowledge base:**
  Help employees understand organization processes and procedures

PRODUCT

- **Knowledge networks:**
  Enable employees with a common interest in a topic to share knowledge, connect, learn, solve and create together.

- **Service delivery:**
  Improve project or engagement efficiency by democratizing access to project IP and expertise
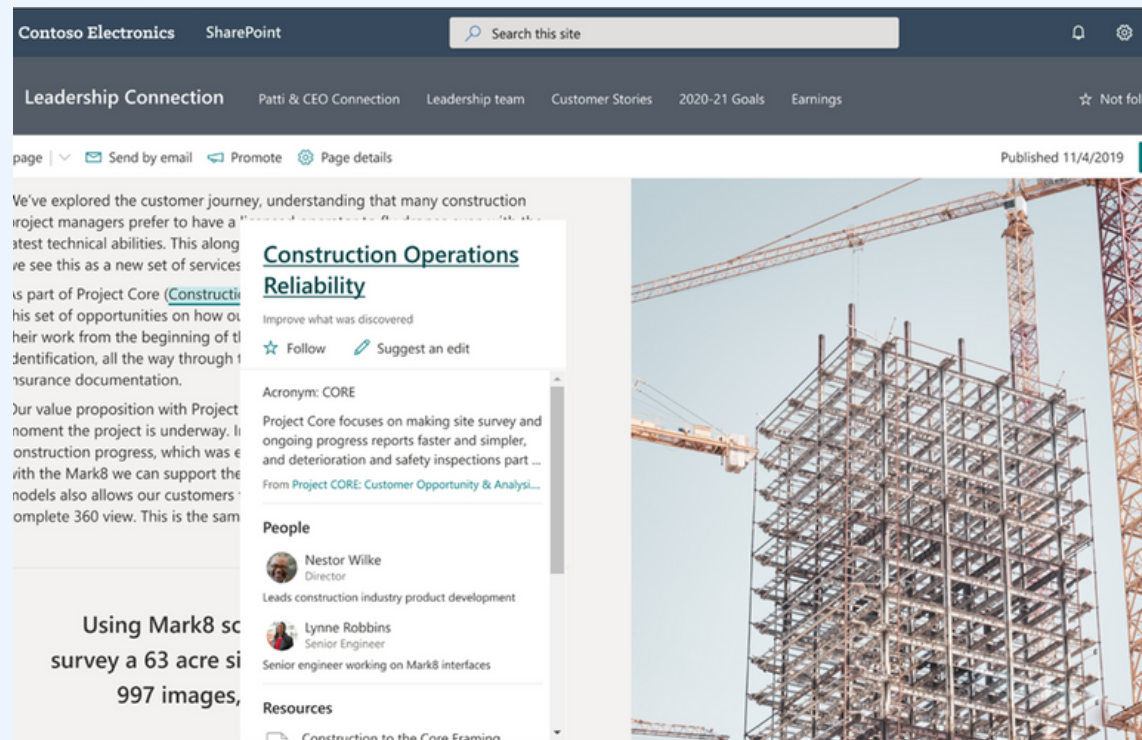
Viva Topics Solutions

EVO
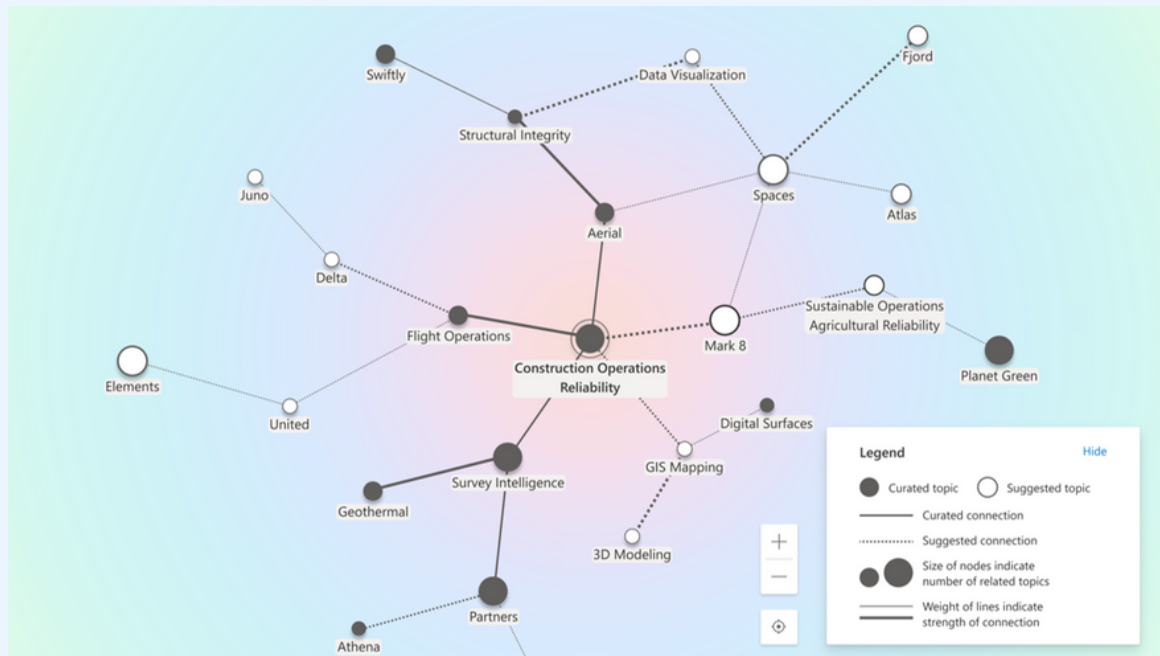
AI identifies knowledge and people and automatically organizes them into related topics

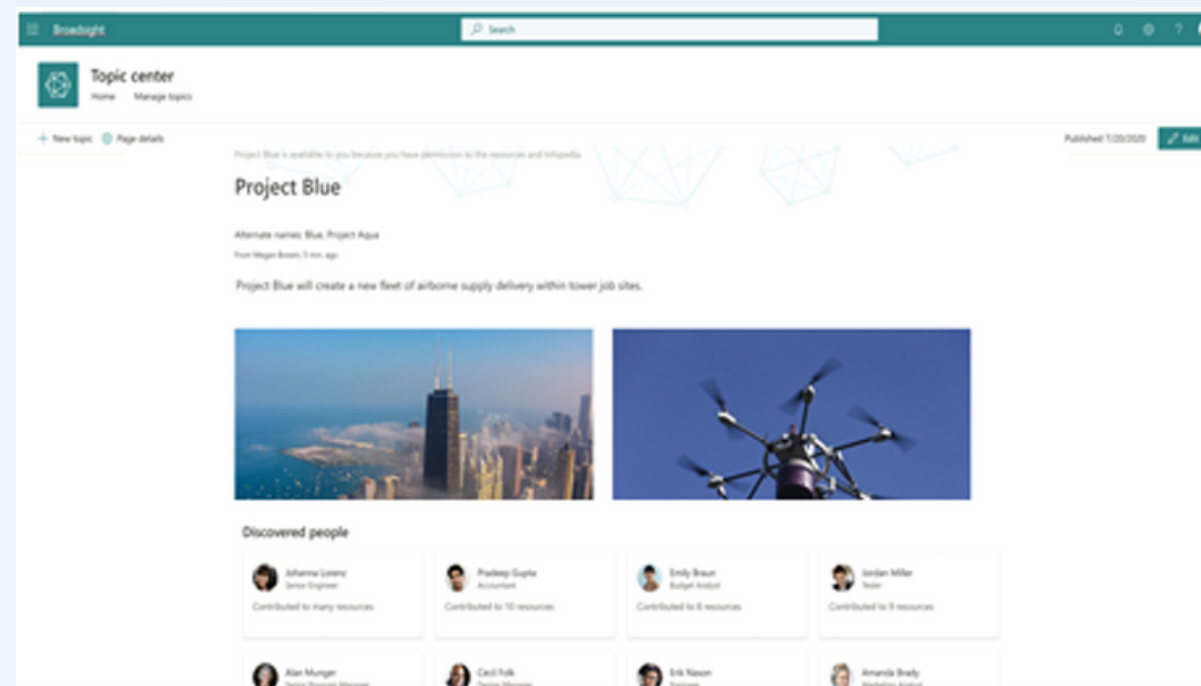## Topic Identification
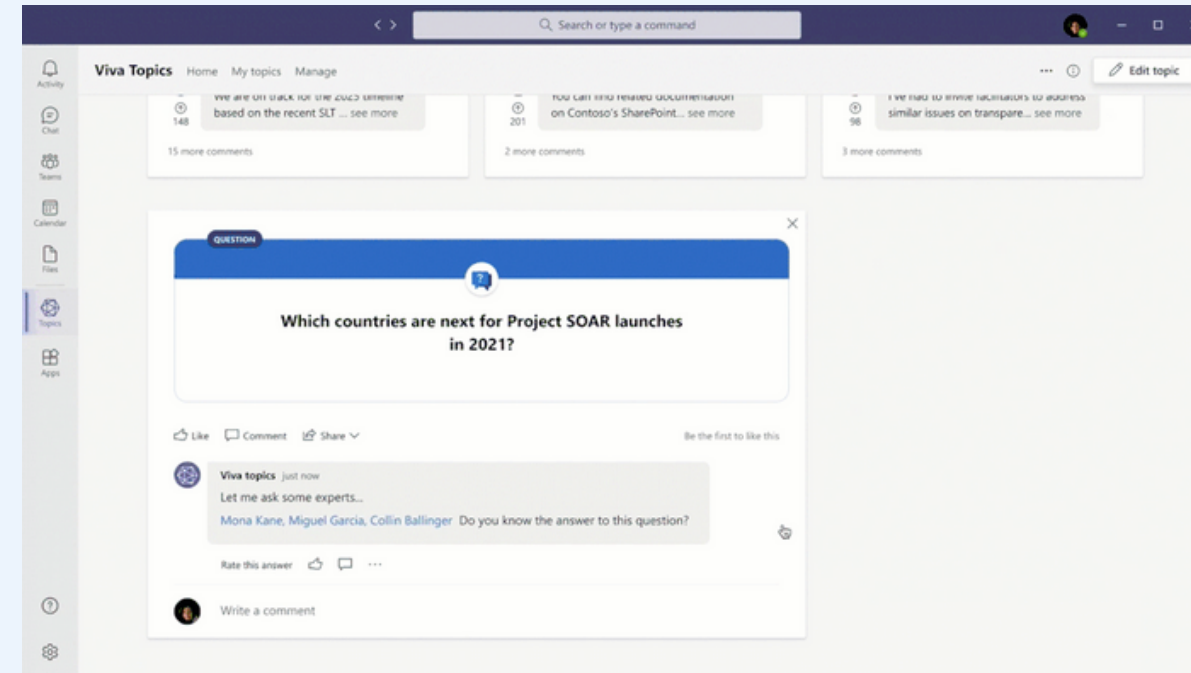
Microsoft Viva Topics automatically connects your questions to expert answers
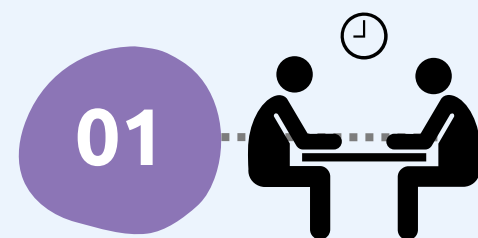
Connect to Expertise

Discover knowledge in the apps you use everyday through topic cards. You can also discover topics in Microsoft Search

Topic Discovery

Knowledge manager/ topic contributors refine topics through topic pages and AI learns from their input

Topic Curation

# Approach & Deliverables

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01 — Envisioning and Planning
1 - 2 weeks

- **Showcase and demonstrate overview** of Viva Topics experience
- **Determine and prioritize** business scenarios and knowledge management metrics by studying current environment
- **Identify** most relevant topics, source sites to mine for topics, and **govern** sensitive or classified topics
- **Plan** awareness and role enablement activity and pilot user program

02 — Implement and Pilot
3 - 4 weeks

- **Implement** Viva Topics for pilot users
- **Setup and configure** tenant, permissions, topic identification and help kick start topic curation
- **Onboard pilot users** with training and user guides
- **Reporting** of impact via business value, usage, internal success stories
- **Identify** improvement with feature requests
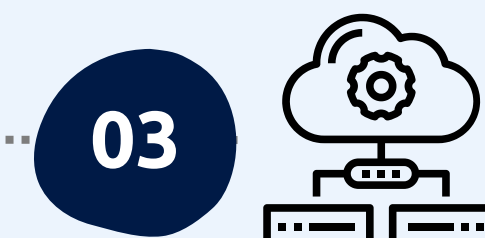
03 — Measure and Deploy
4 - 6 weeks

- **Expand** management of topics to new scenarios, stakeholders and knowledge sources across organization
- **Develop** broader crowd-sourcing plan for topics and prioritization for curation activities for example, impressions and quality scores
- **Drive deployment** of Microsoft Viva Topics