



Cloud Services for
Knowledge Management

Preserving Organizational Assets
Effectively

Company **1987** Founded
2020.12 Listed on TPEx
Capital Around NT\$ 300 Million
Biz Scope Taiwan, China, Japan, Southeast Asia

Recognition



Since 1998



Since 2013



Since 2013



Since 2021



Since 2022



Since 2007



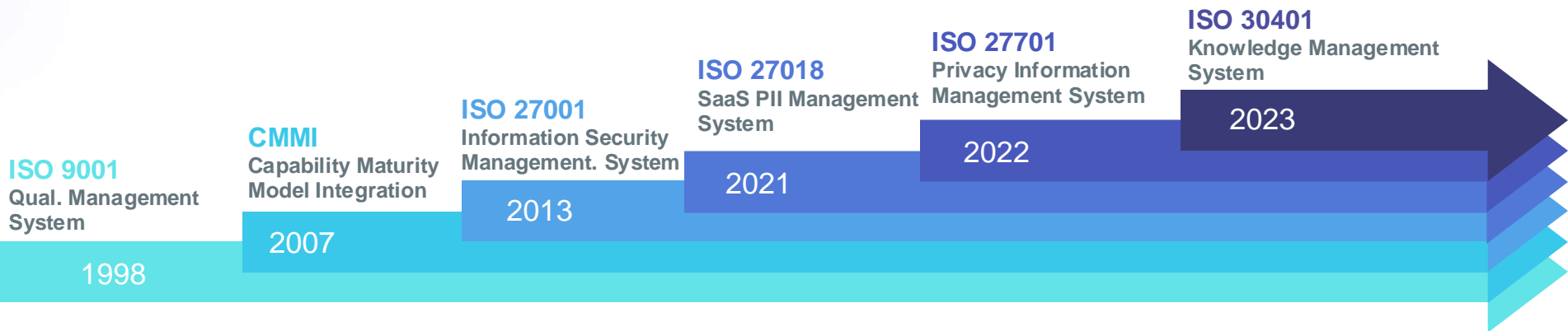
Since 2013

Employee

**700+
Employees**

- › 550 employees passed the ISO/IEC 27001:2013
All service divisions, business units, and administrative departments
- › 45 employees passed ISO/IEC27001:2013
Systems Auditor/ Lead Auditor Certification
- › 26 employees passed passed AZ-900:
Microsoft Azure Fundamentals

Certified by international standards to ensure the quality of products and services.



Galaxy Software Services Corp.

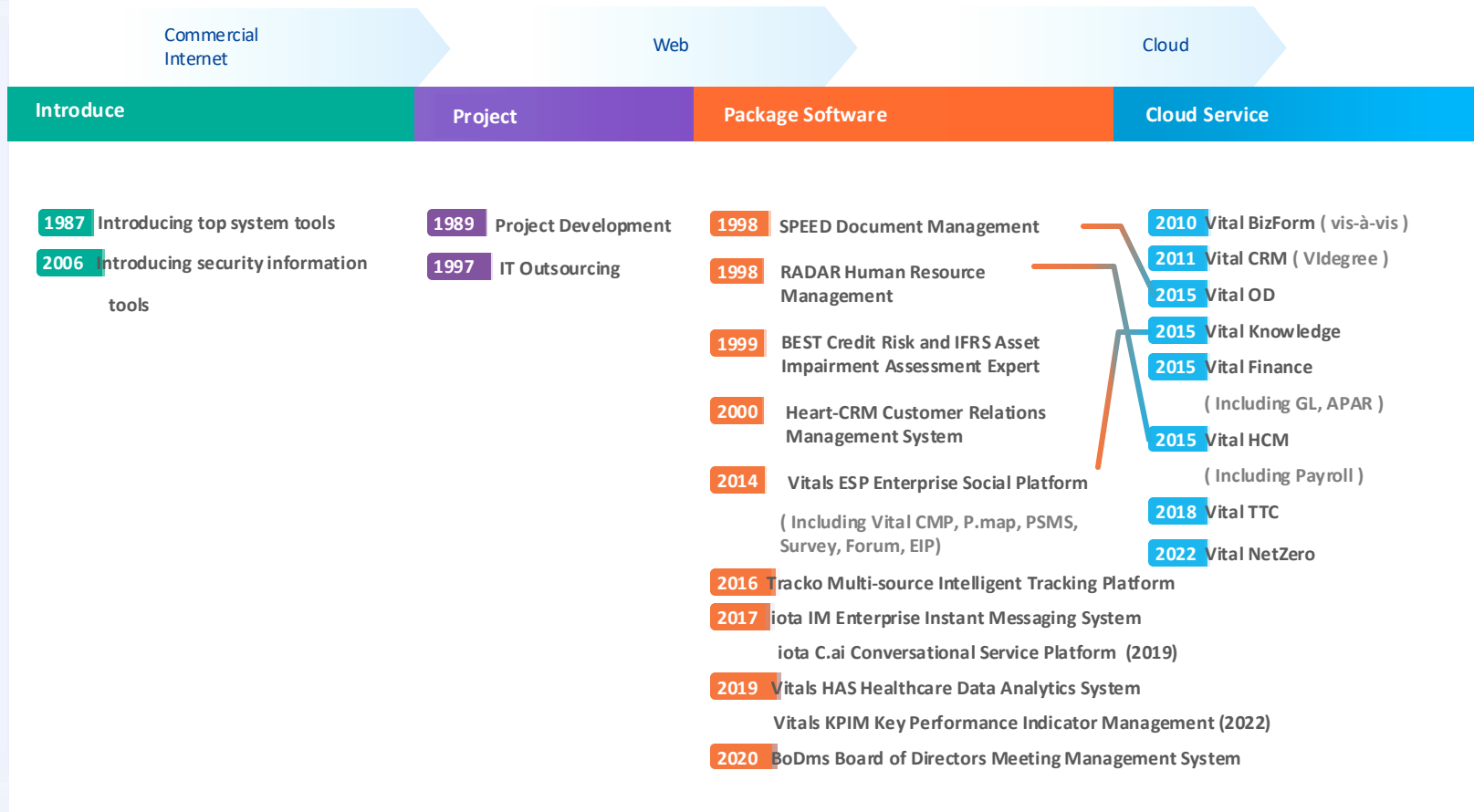
「Quality & Value, Dedication to Commitment」

With over 700 employees, we provide our customers a diverse range of products and the best service quality, adopting and successfully being certified to international standard.

- Certified to ISO 9001
- All project development departments certified to CMMI (CNS 15190)
- All service, business and administrative departments certified to ISO 27001 (CNS 27001)
- Vital CRM, Vital BizForm and Vital HCM certified to ISO 27018
- SPEED Official Document Management System certified to ISO 27701
- Knowledge Management Team certified to ISO 30401

註 Verification of ISO standards are conducted by SGS in Taiwan and CMMI by Process Works Consulting Inc.

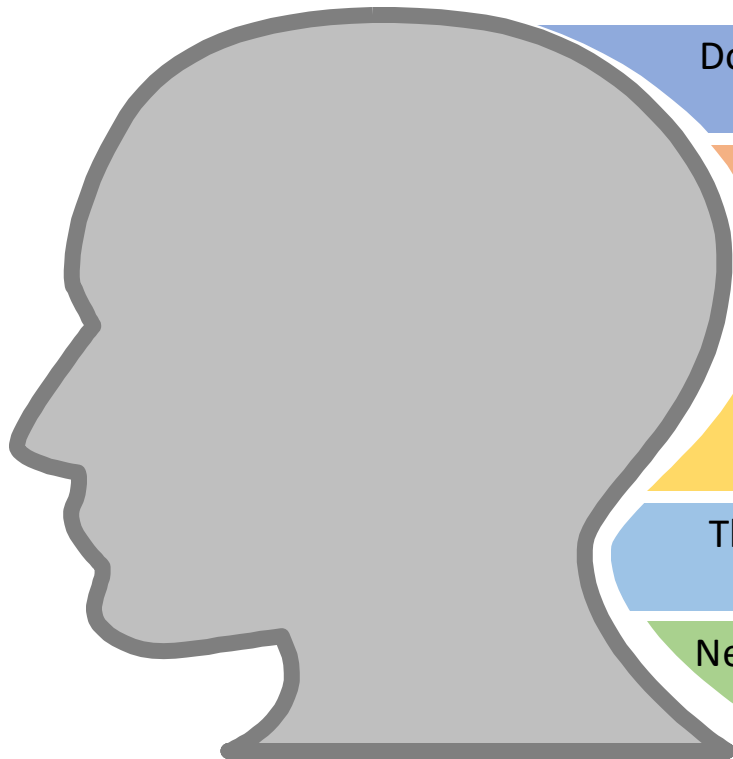
History of Development







Structured Knowledge Record
Effectively Keeping Organizational Assets



Doc. and files are often stored in individual's personal computers.

Personnel changes and resignations make handover processes difficult.

Knowledge and experience are usually stocked in employees' minds.

Hard to control existing document versions, and difficult to search data

The same mistakes are repeatedly made by different people.

Newcomers find it hard to get familiar with the work.

Where is knowledge in an enterprise ?



At customers' side



In senior employees' brains



In the discussion of the meeting



Environment Outside



In the conversation



In operation processes



Information System



In emails



In the file server



In the archive rooms



In the social media



In the phone call



Common Troubles in Enterprises

Not sure which version of the found document is correct.

Give the same **answers** to the same frequently-asked **questions**.

Hope to have a comprehensive way to let the newcomers to get familiar with works.

The old documents are too many to locate the needed ones.

Company press releases & marketing materials are too scattered to **find references** when an event is approaching.

Staff rotates to the new position and wonders what information is needed to read to get familiar with the works.

It is hard to share experiences. When others ask for information, it takes time to find it.



Vanguard International Semiconductor
MediaTek
Quanta Computer
Inventec Corporation

I-TEK
ACCL
APCB Inc.
GUC
GlobalWafers Co., Ltd
E Ink Corp.
PSI Corp.
CoreTech System Co., Ltd. (Moldex3D)
TECO Electric & Machinery

CPC
TSC
TSC Xiaogang
TCC
Taipei IT Dept
MOHW / CDC / NHIA
Examination Yuan

MND
MOJ
MOL
WRA
CIP
NSC
OCAC
VAC

Bank SinoPac
Chunghwa Post
CTBC Bank
Grand Fortune Securities Corp.
Capital Securities Corp.

Hua Nan Bank
Hua Nan Insurance
Shin Kong Life Insurance
Shin Kong Property Insurance
Tokio Marine Nw

**Introduce KM to
Over 500 entities**



Far Eastern
Electronic Toll Collection
Chunghwa Telecom
Asia Pacific Telecom
Sanlih E-Television

Citizen Publishing Group
Top Group Development
Mutual Assistance
Construction
Xianghua Tian
Meilut Industries

ITRI
Taipei Taoyuan International Airport
Building and Construction Research Institute
NCSIST
ASCC
ITRI-ITS
CDE
75% Medical Institutes are users-
Tri-Service General Hospital
Sun Yat-sen University Hospital
China Medical University Hospital
National Cheng Kung University Hospital
Far Eastern Memorial Hospital
Chi Mei Medical Center
Mackay Memorial Hospital
Kaohsiung Veterans General Hospital
Shin Kong Wu Ho-Su Memorial Hospital
E-Da Hospital
Changhua Christian Hospital
Taichung Veterans General Hospital
Taipei Veterans General Hospital
National Taiwan University Hospital

In 2021, SaulTech decided to implement the Vital Knowledge, the cloud-based knowledge management system. This aims to enhance organizational communication efficiency and knowledge reuse, driving the company towards sustainable management.

1-Minute Problem Overview

- Dispersed and hard-to-find component diagrams and data in the engineering department.
- Knowledge gaps due to personnel changes.
- HR department spends time reminding employees to submit data and prepare reports.

Benefits

- Complete info can be found in one go by searching for keywords through Vital Knowledge.
- Passing-on Knowledge to accelerate the training of newcomers.
- Automated reminders and reporting functions save time in follow-ups and report preparation.



How Vital Knowledge helps Knowledge workers

Efficient Search

High-Performance Intelligent Search

Autonomous Planning

Flexible Permission Management



Comprehensive Enterprise Knowledge Integration
Custom Document Type Management

Learning Map

Multidimensional Role-Based
Autonomous Learning and
Expert Interaction



Sharing
Learning

- Updated with the latest document
- Real-time communication and Interaction
- Quick Onboarding



Transfer
Experience

- Collect Best Practices/Case Studies
- Retain Senior Employees' Tacit Knowledge
- Organizational Learning and Innovation



Enhance
Efficiency

- Full-Text Search and Interaction Mechanism to Enhance Work Efficiency
- Establish Diverse Field & standardize Knowledge Document





Resource
Integration

- Convenient Knowledge Accumulation and Sharing to Reduce Overlapping Works and Resource Waste

Reduce Paper Cost by 60% and Save 85% Users an Average of 30-120 Minutes Per Day in Data Searching



Benefits of VITAL Knowledge

	Before 	After 
Data-Driven Knowledge	<ul style="list-style-type: none">• Data Not Organized into Knowledge• Knowledge is scattered• Data is prone to disappearance	<ul style="list-style-type: none">✓ Data Organized into Knowledge✓ Knowledge is centralized✓ Knowledge can be retained
Experiential Knowledge	<ul style="list-style-type: none">• Experience cannot be passed on• Loss of key skills• Frequent Repetitive Errors• New employees learn through trial and error	<ul style="list-style-type: none">✓ Technical knowledge is documented✓ Key skills can be preserved✓ Errors are prevented from recurring✓ Reduced Learning Time for New Employees
Tacit Knowledge	<ul style="list-style-type: none">• Significant differences among employees• Many can talk but not do• Many can do but not explain	<ul style="list-style-type: none">✓ Lessen employee differences✓ Increase employees who can both explain and perform tasks✓ Establish good habit formation systems
Untapped Knowledge	<ul style="list-style-type: none">• Core knowledge not stored in corporate knowledge bank• Knowledge gaps	<ul style="list-style-type: none">✓ Problem-solving oriented✓ Catalog/Store core knowledge✓ Narrow knowledge gaps

Benefits of Using the System



Fast Sharing



ALL IN ONE

Learning Platform

Work experience, case knowledge, and SOPs scattered across different systems are systematically integrated to create value.

<E MAIL , Sharing System,Fileserver>

Neat & Smooth

TIPSRD

Knowledge Type

Document Standardization

T: Technical
I: Information
P: Project
S: SOP
R: Report, Record
D: Database

Secure Permission Management



AUTHORIZED

Cross-Department Communication

@mention

Multidimensional Classification

AD Account Integration
Flexible Permission Management

Sharing Anytime, Anywhere

Why GSS ?

Key to Success : System/Culture/Process Flow



VITALS ESP
ENTERPRISE VITALS ACADEMY
元 富 世 益 美 康

- Vital ESP is the only product in the industry to have won the Taiwan Excellence Award 3 times.
- It has achieved sales success across Taiwan, China, Hong Kong, Japan, and Thailand.



Products/
Tech that
continuously
evolve with
the times.

- Dedicated maintenance and technical support team!
- Customer service standards compliant with CMMI and ISO 9001
- Ongoing product development and keeping up with the times.
- Commitments during warranty/maintenance period:

- Annual version upgrades. **Free!**
- Regular hands-on training sessions. **Free!**
- Occasional seminars, presentations, and client interactions. **Free!**

Mature,
Stable
company with
a focus on
quality



- With over 30 years of stable operation, we are well-established and trusted !
- GSS diverse products and services can be seamlessly integrated to provide customers with the best solutions." !

GSS
Global Software Services
叡揚資訊

Professional
Consulting
Team

Service
Team that
is highly
recognized
customers

- In-house consulting team, familiar with product tools and methods!
- Over 10 years of experiences in implementation services across various industries!





Q&A

Thank you for Listening!