


Intelligent, Integrated Products & Services Knowledge Base

Knowledge loss has become a critical issue for many businesses, especially with **high rates of employee turnover**. What's more, company data is ever increasing in volume and increasingly dispersed. This means **knowledge artifacts are often lost** in the data heap.

The collective knowledge that your employees have about your products, services, customers and business processes is one of your most valuable assets. To **reduce the impact of SMEs leaving** your organisation, capturing that knowledge isn't enough; it must be organised and easily discoverable.

Why Velrada?

Velrada is one of Microsoft's most awarded partners with an extensive track record in delivering knowledge base solutions utilising the Microsoft 365 platform. With our change management expertise, we can support you to build both a system and a culture where organisational knowledge is retained, organised and easily discoverable. Our team will work with you to understand your priorities, challenges and culture to configure a solution that meets your needs.



Get started today with a **Products & Services Knowledge Base**

- **Prevent organisational knowledge loss.** Build knowledge communities to empower employees to share, connect, learn and innovate.
- **Accelerate time to productivity for new hires.** Prevent time wasted searching for information, duplicating the work of predecessors and not following the correct processes.
- **Increase customer satisfaction.** Provide a single source of truth for approved assets and IP, ensuring consistency and quality of service.
- **Centralise knowledge from dispersed data.** Organise your knowledge without the need to restructure or duplicate data.

Approach & Deliverables



Design & Plan

- **Understand** how Viva Topics works and what's possible
- **Determine** business scenarios, success metrics and topic curation model
- **Identify** high-priority topics, source sites and sensitive topics to exclude
- **Plan** change management communications, roles and responsibilities, and role enablement activities

Implement

- **Setup and configure** Viva Topics tenant settings, permissions and initial AI topic discovery
- **Onboard** pilot users with training, user guides and hackathon event
- **Support** pilot users to ensure adoption

Scale

- **Review** pilot impact via business value, usage analytics and pilot feedback survey results
- **Next steps** recommendations to expand to new scenarios, stakeholders and knowledge sources

