We bring a business lens
to Microsoft technology

THAT'S
THE
POINT

Retain knowledge and accelerate onboarding

ORGANISATIONAL KNOWLEDGE MANAGEMENT

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 easily discoverable and organised into a Knowledge Base.

Without a self-service Knowledge Base, **new hires will waste hundreds of hours** searching for information, duplicating the work of predecessors or not following the correct processes.

A centralised Knowledge Base, combined with a **strong knowledge management culture**, will optimise your workforce, reducing costs and improving customer satisfaction.
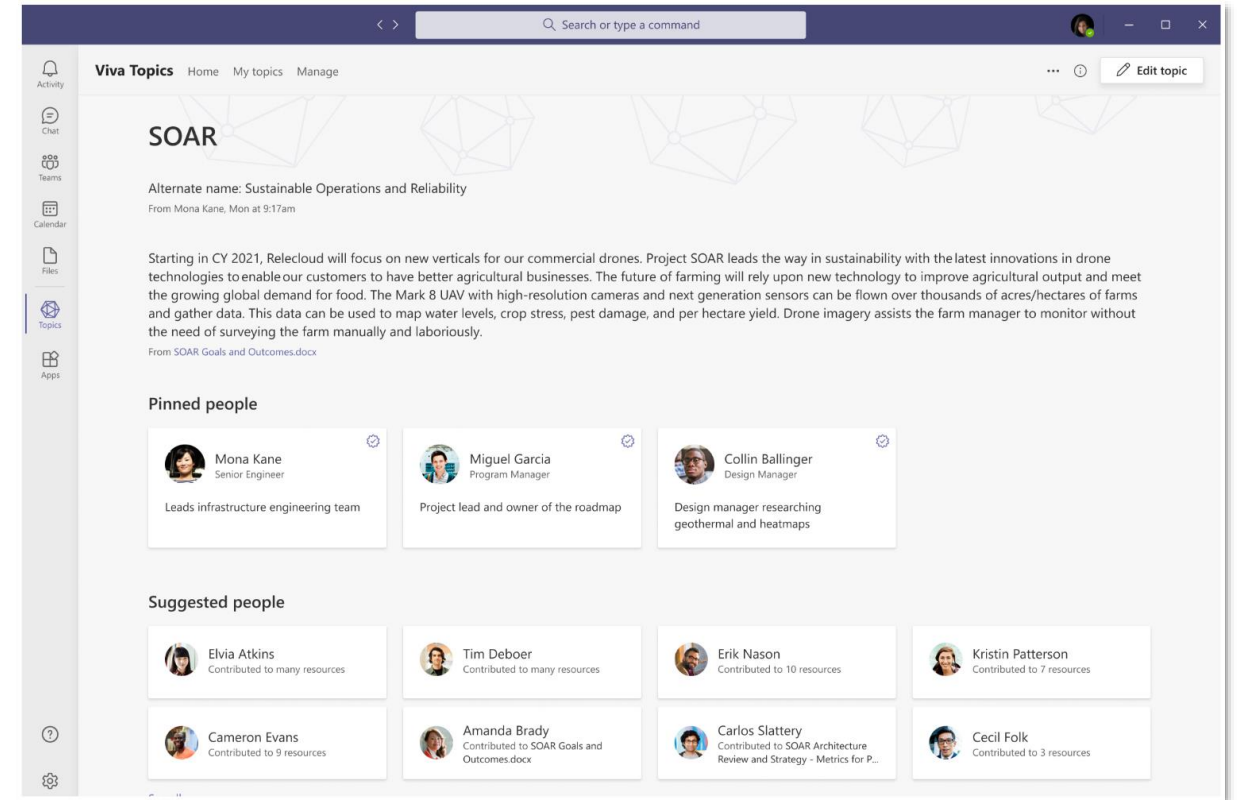
Build a Knowledge Base with Microsoft Viva Topics

INTEGRATED KNOWLEDGE MANAGEMENT SOLUTION IN MICROSOFT 365
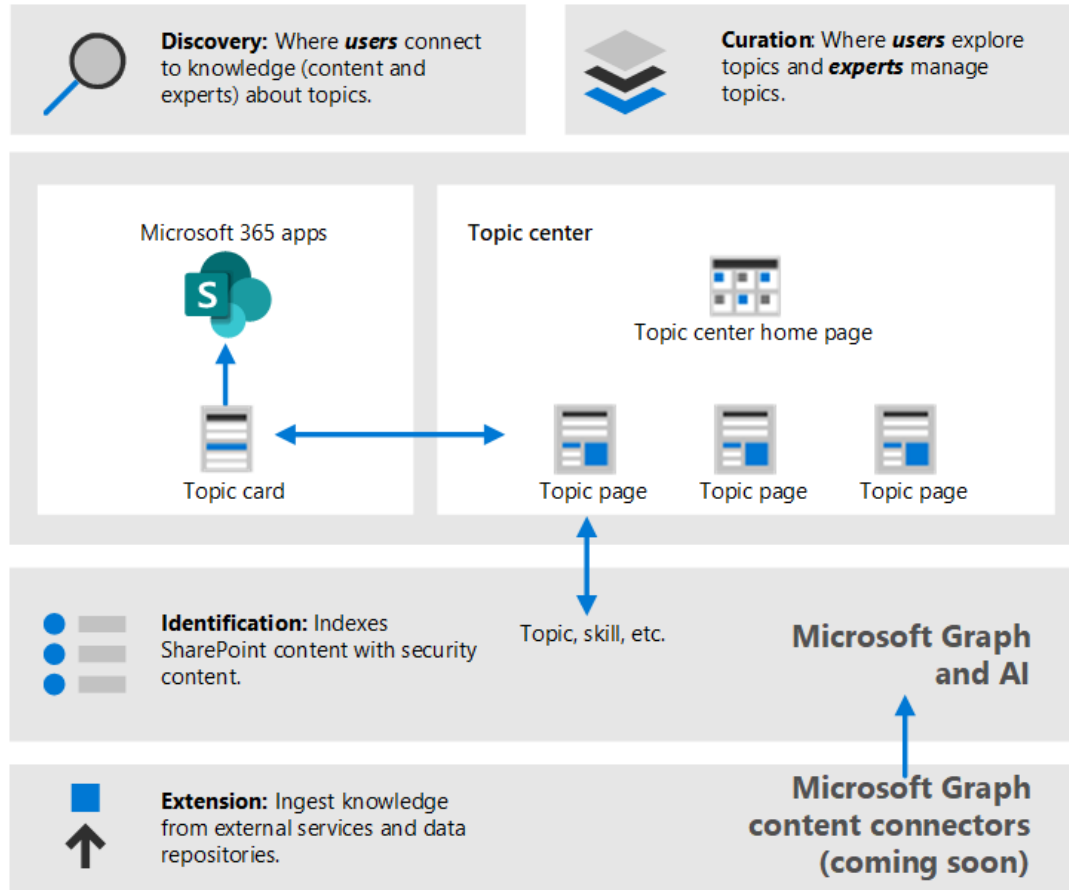
Viva Topics **builds on the Microsoft 365 apps and content you already use** every day and empowers employees to share their knowledge.

By leveraging search, Viva Topics transforms your dispersed data into a centralised Knowledge Base. AI **automatically identifies and organises your content** into topic pages, which can then be curated and refined by human experts.

Administrators control topic security. Topic visibility respects user access permissions and sensitive data can be excluded from topic discovery.

Viva Topics enables faster learning, new connections and innovation by **making information easier to find**. Topic cards appear across Microsoft 365 apps, providing knowledge in context without searching or changing apps.

Three simple steps to get started

6-10 WEEK PILOT IMPLEMENTATION

OUR APPROACH

Our team will work with you to understand your priorities, challenges and culture to design a solution that meets your needs.

DESIGN & PLAN
— 3 weeks —

Discovery and design workshops, solution design and change management plan.

01

IMPLEMENT
— 5 weeks —

Viva Topics tenant setup, pilot user onboarding and two weeks post-launch hypercare support.

02

NEXT STEPS
— 2 weeks —

Pilot review report and recommendations for next steps.

03

Solution at a glance

PROJECT INCLUSIONS*

ACTIVITIES

- 1 x 2 hour product overview & demonstration workshop

- 2 x 2 hour workshops to capture requirements

- 2 x 2 hour workshops to plan change management and role enablement activities

- Configure Viva Topics solution based on organisational needs

- Support adoption with training, hackathon event and post-launch check-ins

- Gather pilot feedback and identify next steps for future phase

SOLUTION

- Topic Center provides centralised knowledge discovery and management and can be accessed through SharePoint or Microsoft Teams

- AI automates topic identification and organisation

- Topic cards appear in context across Microsoft 365 applications and search

- Topic visibility is governed by privacy controls and existing access permissions

*Project inclusions may differ according to the agreed upon scope of work

Why Velrada?

MODERN WORKPLACE EXPERIENCE

Organisations around Australia have selected Velrada to work with them to solve their Modern Workplace challenges over the last four years.

These engagements have resulted in a wealth of IP and experience. We also offer to ability to draw on our strong cross-functional capabilities in change management, data and AI to unlock the digital potential of your business.

> *Velrada has allowed us, with the delivery of OneWay, to capture our intellectual property in project development and delivery, codify the way we do things in BHP investments and create a backbone for continuous improvement and ultimately value creation.*
>
> **RAY PAULK**
> Manager Project Services, BHP

110+

PROJECTS ACROSS AUSTRALIA

Our capabilities

Microsoft 365

The **Modern Workplace** amplifies employee productivity, efficiency and insight. It assists individuals and teams create, collaborate and connect in meaningful ways to get more done.

We leverage the **Microsoft 365 platform** and its ecosystem of productivity tools to build user- and team-centric experiences that radically increase productivity and unlock the value of tacit knowledge across your organisation.

USER EXPERIENCE, ADOPTION AND CHANGE MANAGEMENT

Empower individuals to create, connect and collaborate any time, anywhere and on any device. We will partner with you to develop a practical strategy for adoption.

- UX blueprint
- Requirements and research
- Platform adoption
- Change management

MICROSOFT TEAMS AS HUB FOR MODERN WORK

Leverage Microsoft Teams as hub for modern work. Provide an interface to integrate existing apps and communication protocols into a unified, interconnected platform.

- Employee experience and intranet solutions
- Apps and customised solutions for Microsoft Teams
- Collaboration and employee engagement

BPM, GOVERNANCE AND DOCUMENT MANAGEMENT

Once the focus areas and requirements of your document management are understood, we will map the technology ecosystem to address your specific needs.

- Governance, risk & compliance
- Document management
- Migration to Microsoft 365
- Compliance and records management
- Business process management

CONTENT MANAGEMENT, KNOWLEDGE AND INSIGHTS

Create new ways of working to improve employee experience by providing knowledge management solutions, intelligent workplace insights and content processing.

- Knowledge management
- Workplace analytics
- SharePoint spaces
- Chat bots