

performance support and eknowledge

In today's ever-changing world, the knowledge your employees are expected to retain far outweighs the knowledge they can learn.

Each year they need to learn more than they did the year before. They are also expected to keep up-to-date with constant changes and often spend far too much time trying to find the 'right' information. It is quite clear that traditional training methods and data sources, such as intranets, simply can't cope on their own.

Imagine that employees were able to source this information easily and in context with the job in hand, at their 'moment of need'. Imagine that they could rely on this information and not have to remember it.

New Wave offer performance support and eknowledge technologies that can quickly and easily provide relevant moment of need information throughout your organisation.

SupportPoint is a performance support solution that allows business critical information to be structured in an easily delivered format, enabling employees to simply locate the relevant nugget of information they require at their moment of need.

This new 'support' solution provides employees with confidence in what they are doing, resulting in increased motivation and productivity, as well as enhancing the customers' experience.

From providing information on HR policies; enterprise application support; product information; and business critical processes and compliance, **SupportPoint** is able to create a consistent structure for delivering information across all areas of any organisation.

Where **SupportPoint** focuses on the delivery of structured information, **Outstart Participate®** enables your organisation to manage and deliver unstructured information in a similar way.

Participate uniquely combines a trusted knowledge bank with real-time access and collaboration to experts and discussion communities.

The knowledge bank allows organisations to index and categorise all types of knowledge, such as FAQs, transcripts from community forums, emails, documents and information residing in enterprise solutions and external data sources.

By using the knowledge bank's central repository employees, partners and customers can use multiple search and retrieval methods to find answers. When an answer is not available, users can escalate their questions to experts and peers inside or outside your organisation and you can extend the reach and value of these experts through collaborative discussion forums.

These technologies are proven in many leading companies across the globe and are providing the following benefits:

- Reduced training requirements and costs
- Reduced risks
- Increased motivation and productivity
- Increased adoption of corporate applications
- Quicker transfer of skills and knowledge
- Enhanced customer experience
- Reduced support calls and costs
- Customer self service environments
- Discussion forums and collaborative communities
- Real-time access to experts

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