

## ++ KEY FACTS

USU KnowledgeCenter is a powerful, proven solution database for BMC Remedy ARS. Its seamless integration and unique self-optimizing mechanisms enable you to continuously increase the efficiency and quality of service organizations.

Here's how USU KnowledgeCenter can benefit you:

- + Fast context-based searches for acceptable solutions
- + Parallel searches in all available data sources with just one query
- + Easy, workflow-supported creation of solution documents
- + Efficient reuse of expert knowledge in dynamic decision trees
- + Easy integration with BMC Remedy ARS through standard interfaces.

## Solution Databases for BMC Remedy ARS

USU KnowledgeCenter is a modular suite of products designed to make information available for knowledge-intensive business processes in an intelligent and targeted manner. With its interface to BMC Remedy ARS, KnowledgeCenter can also access a powerful database in the BMC environment. Functionally, this is an outstanding yet economical alternative to BMC Remedy Knowledge Management.

### + Self-Learning Searches

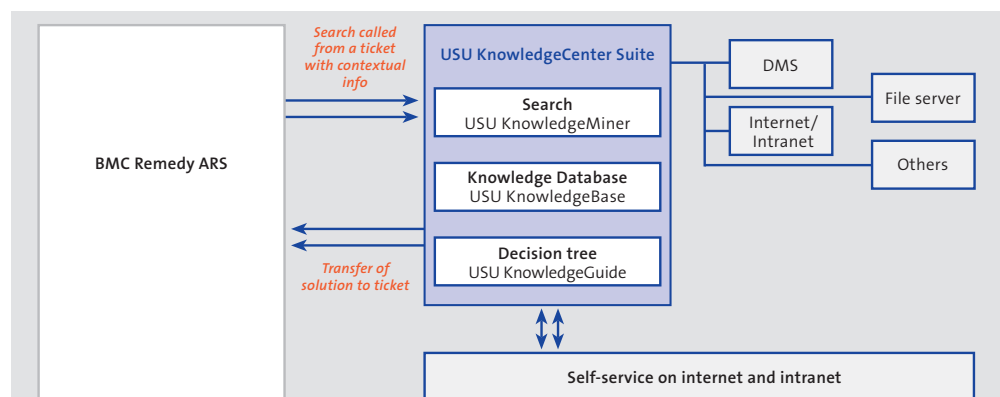
Almost any kind of information sources can be searched through in parallel. Self-optimizing, patented algorithms ensure that the accuracy of search results (hit accuracy rate) increases with use and continues to do so without manual intervention by a system administrator. Natural-language searches, automatic spellchecking, fuzzy searches and other convenient functions allow fast, intuitive operation.

### + Providing Information to End Customers

With self-service functions, you can make certain contents of your knowledge database directly available to end customers. Hot News, FAQs and customizable reporting top off this service for your customers.

### + Workflow-Supported Creation of Solutions

Standard workflows help you to get started in creating and updating documents. Typical workflows, document types and templates are already available right "out of the box." And, if necessary, you can add your own within minutes. In addition, translation workflows ensure that multi-language documents are kept up-to-date. Self-learning, dynamic decision trees quickly guide users from symptom descriptions to problem diagnosis and finally to descriptions of solutions. What's more, the amount of maintenance required for USU



## ++ BENEFITS

*Within just a short time, USU KnowledgeCenter will allow you to increase service quality through quality-checked solution documents. It'll also decrease your service costs in the following ways:*

- + *Proven reductions in call handling times by 20-30%*
- + *Increased first-call resolution rates*
- + *Manual intervention in decision trees reduced by 90%*
- + *High hit accuracy rates in document searches and direct access to any sources desired*
- + *Optimized availability, completeness and correctness of solution documentation*
- + *Integrated reporting functions that can reduce e-mail volumes by up to 90%.*

decision trees can be up to 90% less than what's required by competing products.

### + **Integration**

KnowledgeCenter features a standard interface to BMC Remedy ARS. Both applications can be integrated within a few hours, and integration instructions are available.

### + **Security**

KnowledgeCenter ensures that users only get information that they are authorized to access. During authentication, a user only has to log on once to BMC Remedy ARS. The data are automatically transferred by "Single Sign On" (SSO) to KnowledgeCenter.

### + **Scalability**

Up to one hundred users can be supported with only one server. Large installations can be handled by simply distributing the KnowledgeCenter processes across several servers.

### + **Administration**

All KnowledgeCenter functions can be easily and conveniently administered through a web interface. If necessary, separate roles for administering different areas can be set up, such as for searches and solutions. Furthermore, functions for client separation permit support of delimited user areas.

### + **Reporting**

KnowledgeCenter comes with a broad collection of standard reports ready for immediate use. These reports transparently document the use of KnowledgeCenter – from the creation process to the application process. A report generator is also included for configuring individual, customized reports.

### + **Architecture**

KnowledgeCenter is web-enabled and based on a modern, scalable J2EE platform. KnowledgeCenter contains interfaces for data import/export using XML. It can be installed on all of today's commonly used server operating systems.