Increasing Organisational Intelligence

The Role of the Intelligent Intranet
Who Am I?

Nic Passmore
Chief Technology Officer for Knosys

I lead Knosys’ technology strategy and am responsible for the oversight of all aspects of product design, development and operations. For more than 18 years, I have been a driving force behind the success of companies across several industries including enterprise applications, telecommunications and telematics. Experience encompasses IT, software development, strategic leadership and executive management.
Why should an Intelliaent Intranet be on your radar?

1. **Trust**
   Increasing staff trust in the knowledge they are consuming

2. **Productivity**
   Reducing wasted time trying to find what’s needed to get the job done.

3. **Ease of Use**
   Making sure staff and stakeholders can easily get the information they need to make the right decision
Customer-owned bank in Invercargill, NZ

Operating for nearly 150 years

Provide banking and credit services to retail and business customers across New Zealand

Commitment to customer service
Have you met Stu?

Simplification and Productivity Manager at SBSBank

Career focus on customer experience in the banking sector across Australia and New Zealand

Lead and support a culture of simplification and improvement to make banking simpler for both staff and customers
Problems faced by SBS Bank

1. Locating information difficult in existing KM System.
2. Information not documented or out of date.
3. Information was difficult for staff to understand.
4. Inadequate governance in place to capture and maintain knowledge.
#1 Customer Service and Experience

- No reliable source of organizational knowledge
- 94% staff experienced problems finding information
- Reliance on Subject Matter Experts
#1 Customer Service and Experience

- Overall 99% staff satisfied with intelligent intranet
- Reliable information available to call centre staff
- Reduction in average handling times
- Improvement in customer service and experience
#2 How long does it take to update a policy?
#2 Intelligent Intranet Content Updates

- Changes made within the hour
- In the hand of the subject matter experts
- Reducing reliance on overburdened knowledge teams
#3 Information Governance

- Is it up-to-date?
- How do I know that it’s been approved?
- Am I using the right version?
- Loss of productivity
- Loss of trust
#3 Trust in the intelligent intranet

- Powerful governance features
- Multi-stage approval workflows
- Display latest version to end-users
- Approved information available
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Thank You

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