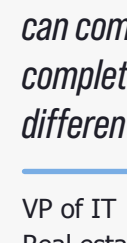


# Using Knowledge as a Competitive Advantage

## CAPTURING AND LEVERAGING INTELLECTUAL CAPITAL

Organizations struggle to find effective and efficient ways to accumulate and leverage their intellectual capital for the benefit of business. The result has been squandered opportunities to gain a competitive edge, win new business, and deliver results more proficiently.

M-Files is the leading platform for knowledge work automation that was designed to address common knowledge management challenges with tools that capture, codify, and re-use knowledge that can be leveraged for business time and time again.



*One of the nice things about M-Files is that when you do searches, you can search in a way that makes sense to you and as a result, documents will be returned. Someone else can come along and look for those same documents in a completely different way. They conduct a search using a different method and they still get the same results.*

VP of IT  
Real estate



The amount of time professionals lose every week searching for information.

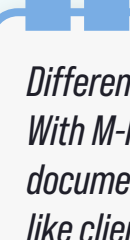
### CHALLENGE 1

#### CAPTURING AND RE-USING INTELLECTUAL CAPITAL:

- Subject matter expertise is lost over time.
- Assets and deliverables are not captured or re-usable.
- Valuable employee time is wasted by inefficient information searches.
- Difficulty finding relevant existing assets that can win new deals or assist with projects.

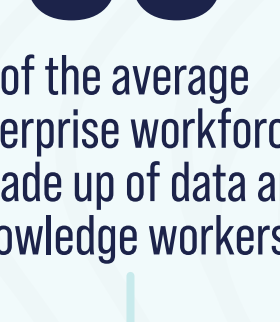
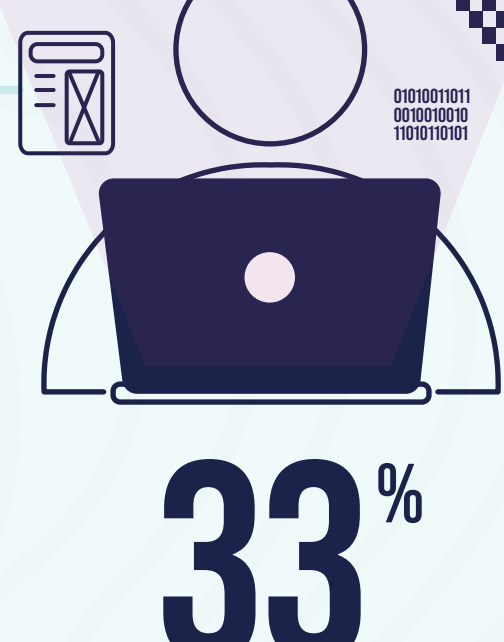
#### THE SOLUTION

- A knowledge bank that accumulates intellectual capital.
- The ability to tag documents with metadata, placing information in context and facilitating re-use.
- A connection to all enterprise data with tools that allow for powerful search and filtering capabilities.
- A platform that helps identify related information, people, and projects, to gain more insight on topics.



*Different automated workflows is the key. With M-Files you can have more than just documents, you can have other objects like clients, staff, engagements, projects, industries, and more.*

CIO  
Professional services



of the average enterprise workforce is made up of data and knowledge workers.

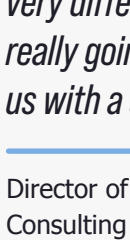
### CHALLENGE 2

#### CODIFYING KNOWLEDGE:

- Employee productivity suffers from lack of official document templates.
- Template updates and new versions never reach employee hands.
- Organizations can't seem to codify the lessons they learn into checklists or process controls.
- Processes are executed and tracked manually, without any guardrails to prevent missteps.

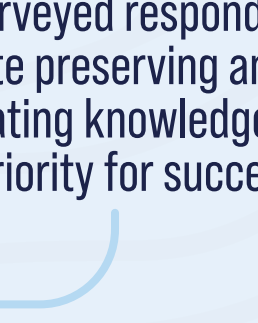
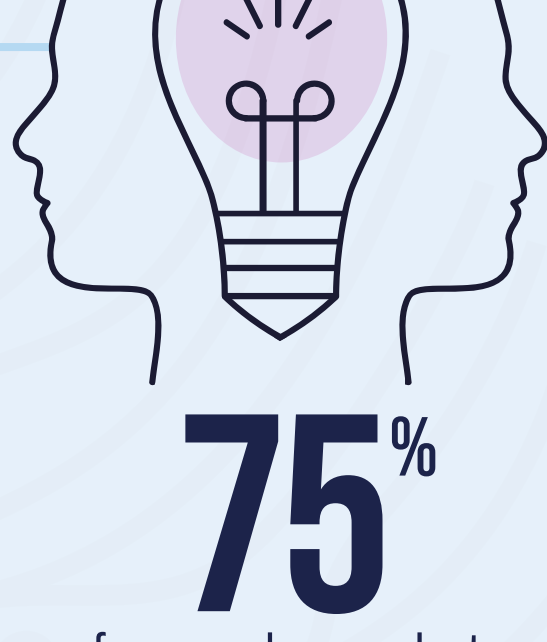
#### THE SOLUTION

- A built-in document template management and document generation engine.
- Automatically deployed template updates subjected to formal reviews before approval.
- A period review of standard operating procedures and systematic handling of improvement ideas.
- Organizational knowledge can be codified into automated workflows that guide users in daily work.



*We wouldn't be where we are today without M-Files and the way that we would have progressed would have been very different. We're able to do a lot more things that are really going to help us become more efficient and provide us with a strong return on investment.*

Director of business technology  
Consulting



of surveyed respondents cite preserving and creating knowledge as a priority for success.

### CHALLENGE 3

#### AUTOMATING KNOWLEDGE MANAGEMENT PROCESSES:

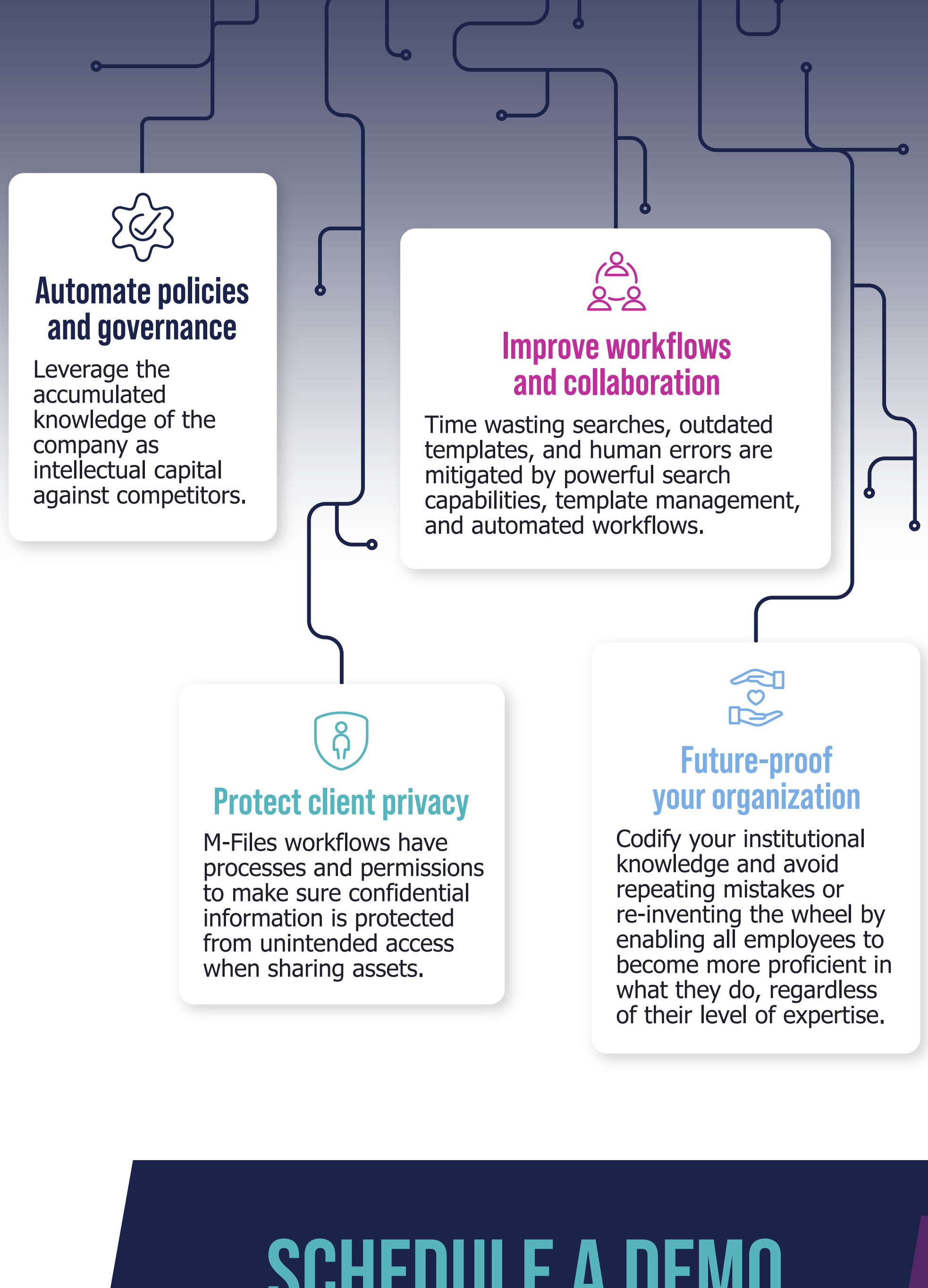
- Understanding the importance of Knowledge Management but struggling to make it work.
- Fear of leaking client information and so refrain from sharing assets.
- Too busy to see how re-used assets can help down the road.
- Frustration finding relevant or current assets in the existing knowledge repositories.

#### THE SOLUTION

- A platform that enforces, guides, and automates the steps required for knowledge capture and re-use.
- Automated workflows help ensure a flawless anonymization process with reviews, approvals and publishing.
- Classifying knowledge assets and tagging them with greater context that can help find them later.
- Periodic reviews of assets help keep them current, archive as obsolete or apply new tags as terminology evolves.



## THE END GOAL: KNOWLEDGE MANAGEMENT



## SCHEDULE A DEMO

to learn how M-Files can help make Knowledge Management work for you.

Sources  
 "The Total Impact Of M-Files, Cost Savings and Business Benefits Enabled By M-Files," Forrester, 2021  
 "The State of Data Discovery and Cataloging," IDC, 2018  
 "2020 Deloitte Global Human Capital Trends," Deloitte, 2020