To thrive in today’s fast-paced digital age, your organization needs real-time access to knowledge, collaboration and continuous learning to deliver rapid innovation. How can your organization get there? Provide a best-in-class digital experience. Connect everyone with Cisco Collaborative Knowledge.

With Cisco Collaborative Knowledge, your organization gains the knowledge, speed, and flexibility it needs to solve real-world business challenges in real-time.

A cloud-based, Software-as-a-Service (SaaS) digital workplace solution, Cisco Collaborative Knowledge can empower everyone in your organization with the digital tools and technology they need to access experts, learning, and knowledge in real-time—anytime, anywhere. Once knowledge is mobile, and shareable, everyone can reimagine the way they work, learn, collaborate, and innovate together to redefine new customer and employee experiences.

With Cisco Collaborative Knowledge you can accomplish the following starting Day One:

• Mobilize your workforce with knowledge, speed, and flexibility to create a more empowered and engaged organization
• Fast-track learning and knowledge-sharing to foster a culture of continuous learning and innovation
• Form agile teams to rapidly innovate new solutions that transform the customer and employee experience
• Assess organizational knowledge strengths and gaps and develop learning paths to address them

Powered by five knowledge and learning modules—Mobile Knowledge, Expert Discovery, Knowledge Center, Social Communities and the Learning Management System—Cisco Collaborative Knowledge is a complete end-to-end, digital workplace solution. Incorporating industry-leading Cisco innovation, including WebEx and Jabber® real-time collaboration tools and Visual Knowledge Mapping and Analytics Technology, Cisco Collaborative Knowledge can help you build a smarter, more agile, and productive workforce for today and tomorrow.

Capabilities
Cisco Collaborative Knowledge has five fully integrated software modules:

Mobile Knowledge: Makes knowledge portable and shareable. Capture, share, and manage content anytime, anywhere with a laptop, tablet or smartphone.

Expert Discovery: Provides just-in-time access to expert resources using Cisco WebEx and Jabber technology. Identify, locate and connect safely inside your firewall to share ideas, exchange knowledge, or solve business challenges in real-time.

Knowledge Center: Preserves best practices and institutional knowledge from across the organization in an enterprise-wide digital library.

Social Communities: Fosters real-time learning, problem solving and innovation through social communities, discussion forums, blogs, and crowdsourcing.

Learning Management System: Standardizes formal and informal learning and development through a centralized learning management system.

Lastly, two breakthrough Cisco innovations round out the platform:

Real-Time Collaboration Tools: Cisco WebEx and Jabber unified collaboration tools enable everyone to connect anytime, anywhere with experts, peers and customers safely and securely in the cloud.

Visual Knowledge Mapping and Analytics Technology: This new technology assesses organizational knowledge, learning, and interests in real-time. By combining advancements in keyword ranking and semantics graphing with data aggregation and crowdsourcing, the software can create visual “snapshots” of individuals, teams and departmental strengths and gaps to guide learning and development investment strategies.
Benefits for Every Level of the Organization

Executives and managers can experience the following benefits from Day One:

• Provide every employee with knowledge, speed, and flexibility to solve real-world business challenges in real-time
• Enable transformation initiatives with anytime, anywhere access to knowledge, learning and expertise
• Identify and develop next generation leaders and mentors to support strategic goals and objectives

Human resource and learning and development professionals can experience these benefits from Day One:

• Enable a culture of continuous learning and innovation
• Fast-track mergers and acquisition integrations, and the onboarding of new team members
• Assess and address organizational knowledge gaps and strengths across individuals, teams and departments

Chief technology officers and IT departments can experience these benefits from Day One:

• Build a smarter, more agile, and productive workforce with a single cloud-based, digital workplace solution
• Extend investments in Cisco WebEx and Jabber technology to other departments across the organization
• Enable the preservation of institutional knowledge and best practices enterprise-wide

Individuals and teams can experience these benefits from Day One:

• Rapidly innovate new solutions that transform the customer and employee experience
• Create personalized learning plans to take charge of their own development and career goals
• Harvest the best ideas from across the organization to reinvent their business

Redefine Your Customer and Employee Experience

Cisco Collaborative Knowledge addresses a variety of organizational challenges. Typical use case scenarios include the following:

<table>
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<tr>
<th>Challenge</th>
<th>Solution</th>
<th>Outcome</th>
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<tr>
<td>An organization needs to quickly integrate a recent acquisition.</td>
<td>Teams conduct visual knowledge map assessments to identify organizational gaps and strengths. Formal and informal learning plans are prescribed to upskill new team members. Talent is on-boarded quickly through social learning communities, experts and mentors. Experts are identified and mapped to emerging opportunities.</td>
<td>Acquisition integration is fast-tracked and new team members are learning and producing starting on Day One.</td>
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<tr>
<td>An organization wants to inspire a culture of continuous learning and innovation.</td>
<td>Communities of innovation are created for each function. Ideas are crowdsourced from across the organization. Innovation courses are developed and prescribed for everyone. Mentors are identified through visual knowledge mapping and assigned to communities. Innovation teams are created and assigned to projects. Innovation work is begun using communities, blogs, discussion threads, and crowdsourced ideas.</td>
<td>Individuals are empowered to rapidly innovate solutions that transform both the customer and employee experience. Overall time-to-market is significantly reduced and customers are delighted with business outcomes.</td>
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<tr>
<td>An organization wants to onboard new hires faster.</td>
<td>New hires are connected with social learning communities, experts, and mentors and the intelligence is stored in the Knowledge Center to fast-track onboarding and information exchange. Unified search capabilities steer new hires to content quickly. New hires connect to experts anytime, anywhere for improved clarity and guidance.</td>
<td>New hires are integrated into the organization faster with automated onboarding processes. Anytime, anywhere access to experts and knowledge improves decision-making, productivity, and engagement.</td>
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Key Features

Cisco Collaborative Knowledge features and capabilities include the following:

**Mobile Knowledge Module:**
- Capture, synchronize, and share webpage content, and documents anytime, anywhere
- Organize content by smart folders; tag and rate favorites
- Synchronize and view content on Android and Apple devices
- Access content online or offline with Cisco’s native e-reader

**Expert Discovery Module:**
- Locate and connect with experts securely, within your own firewall
- Engage with experts via chat, voice and video
- Connect with one or multiple experts
- Recommend, rate, and endorse experts

**Knowledge Center Module:**
- Upload, store, and organize knowledge assets in the digital library
- Access, read, tag, comment on, and rate PDF and e-pub library assets
- Tag, annotate, bookmark, and highlight personal library assets

**Social Communities Module:**
- Learn informally by sharing knowledge across communities and geographies
- Subscribe to community discussion forums, blogs and wikis
- Create, upload, share, and comment on content in communities, discussion forums, blogs, and wikis
- Rate, recommend, like, and follow individuals

**Learning Management System:**
- Take advantage of an all-in-one learning and development system that centralizes formal and informal learning, training, event scheduling, curriculum planning, and administration
- Create prescribed and customized learning and development plans
- Choose among instructor-led, e-learning, and Cisco WebEx course options

**Real-Time Collaboration Tools:**
- Share video, voice, and data seamlessly with WebEx
- Enjoy support for email and calendar integration
- Easily detect whether collaborators are available to connect by chat or video

**Visual Knowledge Mapping and Analytics Technology:**
- Obtain visual snapshots of organizational capabilities, learning and interests in real-time
- Identify experts and mentors to support career and development goals
- Develop learning plans and investment strategies to optimize workforce capabilities

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As a leader in networking, communications, and cloud technology, Cisco is committed to helping your organization solve its most pressing business challenges.

To optimize your organization’s cloud experience, the Cisco Collaborative Knowledge platform is built on a flexible, open architecture and supports multi-tenant (business and/or tenant and platform-level) capabilities.

Security in the Cloud
Cisco is committed to providing enterprise-grade cloud security, performance, and reliability. Cisco Intercloud technology uses important safeguards, such as data-privacy, encrypted connections, role-based policy management, and password protection, to help keep your collaborative spaces safe.

The Cisco Advantage
A recognized authority in learning and development, Cisco is a leader in IT education and enterprise collaboration software. Building on the success of the Cisco Learning Network, the largest active social learning network in the world, our portfolio spans knowledge solutions, web conferencing and communication, video software, and collaboration. Additional examples of Cisco leadership and innovation in the learning space include Cisco WebEx University and the Cisco Partner Education Connection.

For More Information
To learn how you can build a smarter, more agile, and productive organization with Cisco Collaborative Knowledge, email us at collaborative-knowledge@cisco.com for a demonstration.