

ONKNOWLEDGE SOFTWARE PRODUCTS

OnKnowledge Community

INBRIEF : A web portal designed to support communications between a 'knowledge network' of member organisations and communities.

FEATURES

- Members have their own home areas, and manage their own accounts and users
- Using simple WYSIWYG tools members generate and manage content with minimal training
- Using customisable forms, content can be tailored for different audiences
- Members choose who to publish information for : within their own organisation, or with selected trusted communities, the whole network or for public access.
- Rating and reporting tools provide feedback at member, community and network levels on the value of the content and the interactions between members.

BENEFITS : The OnKnowledge Community portal makes it easy for a decentralised network of organisations, and the communities they support, to generate and exchange content across the web using simple, flexible lightweight tools.

OnKnowledge iMarket

INBRIEF : An online 'voucher-based' information and services trading platform.

FEATURES

- Enables an information 'market-maker' to create and support a market for information products and services based on the exchange of virtual 'information credits'
- Buyers and sellers have their own 'home' areas and manage their own users
- The market operator can optionally charge member subscription fees to recover costs
- Sponsors can subsidise buyer purchases by supporting the cost of the credits they use
- The system is simple, transparent and fully auditable

BENEFITS : OnKnowledge iMarket is an innovative web based mechanism to 'make a market' for information content and services combined with a highly targetable means to subsidise demand from specific 'consumer' groups.

OnKnowledge Helpdesk

INBRIEF : A full featured knowledge portal with a managed Q & A service

FEATURES

- Enables the portal managers to support a community of users with content and knowledge services via web, rss, newsletters, search, Q & A service and blogs.
- A full featured content management system enables easy management of site layout/navigation and template based content publishing in variety of formats and themes
- Editorial control is work-flowed at the 'centre' for quality control, but content generation can also be delegated to individual members
- The Question and Answer service enables a helpdesk to receive and service enquiries and either respond directly or commissioning inputs from a database of qualified providers.

BENEFITS : OnKnowledge Helpdesk provides an organisation with simple but powerful tools to manage their web portal and reach out and support a community of users with information services and content.

Common Features

MANAGED HOSTED SERVICE : Our products are web-based and are fully managed and hosted as standard : we take care of all the infrastructure/hardware requirements so that you can concentrate on supporting users with high quality information services.

PRODUCT DEVELOPMENT AND OPTIONS : All products have the option of including additional features, either 'of-the-shelf' or via bespoke customisations. We will also undertake regular reviews with you to assess and agree an ongoing development path.

CONSULTANCY AND TRAINING SUPPORT : We offer practical 'how-to' advice on establishing and supporting online communities, designing and delivering information content and services, and training users to make best use of online tools for information exchange. We are experienced in working with local organisations in a mentoring/capacity building role.

PRICING : OnKnowledge products can be set up, online and ready to go for as little as £5,000. We will also agree an ongoing product rental and support fee with you depending on the specific requirements.

Frequently Asked Questions

Q Is it possible to combine features from the different products?

A Yes, although this is likely to increase time and costs for initial set up.

Q Do the products have to be hosted and managed by you?

A No, we can implement all solutions as standalone implementations if preferred.

Q Why do you charge an ongoing rental and support fee; how much is it and what does it cover?

A The rental fee covers the provision of hosting, maintenance, technical and consultancy support; it allows us to provide you and your online communities with a full backstopping service. We don't quote this up front because costs depend on many factors, not least the size of the proposed network!

Q Who owns the intellectual property in OnKnowledge software?

A The software is owned and fully supported by our technology partner Objective Computing Ltd. Source-KM owns the OnKnowledge brand and has exclusive distribution rights.

Q Can we (or our local partners) further develop the software ourselves?

A We are open to discussing ways in which elements of the source code could be provided for ongoing local development.

Q What technical standards are the products built on and can we share data with other services?

A OnKnowledge products are built on the ASP.NET platform and are W3C compliant. The use of open published industry standards ensures that data can easily be shared via RSS or using web services.

Q Is there a minimum term to the rental agreement?

A Not, you can use the OnKnowledge service for as little or as long as you want to.

Q Can we (or our partners) brand the products as our own?

A Absolutely. The set up fee includes some initial assistance with design and we can also work with your own designers if preferred. Additionally the OnKnowledge Community and iMarket products can be further customised by the members themselves.