

Knowledge Management Category



Knowledge Management Category

Big data is ubiquitous in today's digital age. Cloud usage has made unlimited data storage possible and affordable. Numerous business platforms allow enterprises to acquire this data – from internal business files and industry knowledge to customer information.

However, this mass of data and knowledge needs to be organized so that users can easily search and find the information they need. This can be done with the help of knowledge management (KM) software. The solution allows you to identify, create, distribute and organize your firm's knowledge repository. It gives your organization a unified, single information pool that can be easily accessed, discovered and updated. In this way, the product helps to make enterprises leaner and more efficient and profitable.



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Knowledge Management software based on the FeaturedCustomers Customer Success Report.



MARKET LEADERS

Confluence

Bloomfire



Helpjuice

ProProfs
Knowledge Base

stackoverflow



TOP PERFORMERS

AnswerHub

comaround

elium

HELPCRUNCH

INSIDED

mindtouch

Slite

Trainual

WIX Answers



RISING STARS

elevio

HelpDocs

HEROTHEMES

(KPS) Knowledge Management Software

livepro

Nuclino

slab

STARMIND

Tetra

* Companies listed in alphabetical order





190
Total Customer References

[VIEW ALL REFERENCES](#)


ABOUT ATlassian CONFLUENCE



Confluence is an enterprise wiki used by more than 13,000 companies around the globe for helping development teams to collaborate and centralize their knowledge base. Confluence gives you the power to create anything - meeting notes, project plans, product requirements, etc.

Featured Testimonials


“Confluence is our linchpin for everything. On their first day of work, new hires who are onboarding go to Confluence and start reading. ‘How do I set up my dev box?’ ‘How do I get my work going?’ Whatever they want to know, it’s all there.”

 EVAN LERER
DIRECTOR OF ENGINEERING, REDFIN


“Confluence is an awesome wiki, but that’s not all. It’s an awesome intranet. It can be an awesome portal. Really, it can be whatever you want, especially if you’re willing to see what’s available in the Marketplace.”

 ETHAN FOULKES
BUSINESS DEVELOPMENT, CAMERICAN INTERNATIONAL

“Unlike email, Confluence creates permanent records that are easy to follow. When you’re in a distributed work environment that becomes a big issue.”

 JAMIE THINGELSTAD
CTO, DOW JONES

“People are practicing more knowledge-sharing than ever before, resulting in more transparency and efficiency.”

 MARTIN BINDER
BUSINESS ANALYST, AUDI

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115

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT BLOOMFIRE



Bloomfire exists to organize knowledge and expertise, and makes it accessible and shareable with the people that need it most. Bloomfire's easy-to-use, elegant social knowledge network software is used by thousands of employees at leading companies for social learning, customer service, and sales and marketing alignment. With Bloomfire, collaboration is easier, work gets done more efficiently, and employees and customers are more satisfied.

Featured Testimonials

“Bloomfire allows us to respond to questions that require input from a group of people, and to store that information in a place where it can easily be located and accessed again. It identifies experts with an intelligent search engine that connects knowledge and people.”



DAN ZADIK
SOLUTION ARCHITECT, DUN & BRADSTREET

“Bloomfire had all the features we wanted, including multimedia posts and search capabilities. We use Bloomfire for all information that remains relatively unchanged over time. It is primarily updated by one team for access by remote employees.”



ELAYNA HEBERT
CISABROAD

“While conducting our research, we were easily able to narrow our top five features, and Bloomfire had them all. We were attracted to Bloomfire's ease of use, as well as its ability to upload any file types, powerful Q&A engine, and robust analytics.”



ELANA CLIFT-REAVES
CONTENT AND TRAINING MANAGER, HOMEAWAY

“Bloomfire empowers individuals to create a culture of teaching and learning, It helps us acknowledge the wisdom and expertise of every employee. It's also helped us extend our entire learning community by connecting departments, individuals and campuses who may not have had the opportunity to learn together.”



BRIAN MILLER
CHIEF INFORMATION OFFICER, DAVENPORT UNIVERSITY

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146
Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT GURU



Guru (getguru.com) is a real-time knowledge management solution for sales and sales enablement teams that knows when, how, and where to deliver knowledge to you without you having to look for it. With Guru, you don't just manage your knowledge; you create a network out of your entire company's collective intelligence for your sales team to leverage. Guru does this by unifying your joint knowledge and leveraging AI to suggest relevant information to your reps - all in real-time and in every application they work in. The more you use Guru, the smarter it gets.

Featured Testimonials

“Guru is a simple but powerful knowledge base that allows us to share knowledge and information across our team. The Chrome or Slack add-ons are accessible and useful, especially the Slack Emoji reactions to look up content, or to create content right from a Slack message. It's an insanely great idea.”



STEVEN GRADY
SUPPORT SPECIALIST, TRELLO

“Guru's card-based approach allows us to consolidate information, so I include the content that sales reps use as immediate talking points and then link to more in-depth information, such as case studies or white papers, as additional resources they can send to prospects. Guru is serving as an index of the knowledge spread throughout the company.”



DANIEL KUPERMAN
ACTING DIRECTOR OF MARKETING, AXCIENT

“Guru gives us instant access to answers when we talk to our customers and have the knowledge of some of our 10-year experts. It also helps us keep up with the market as we are updating it often with competitor information and other useful information.”



VICTORIA WALLS
BUSINESS DEVELOPMENT REP, WRIKE

“I love the chrome extension because it's so handy to not have to navigate to a different window when I'm in a live chat with someone. Being able to search by tag, category, or collection allows me to find information easier and saves me time from having to ask somebody for help.”



RACHAEL CARDENAS
CUSTOMER SUPPORT REP, INTERCOM

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45

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT HELPJUICE



Helpjuice helps companies save millions in customer support with their powerful knowledge base tool. Companies like Indeed.com and Coastal.com are able to deliver instant support to their customers with Helpjuice's knowledge base.

Featured Testimonials

“Helpjuice has allowed us to make a center for all resident information to get instant knowledge at their fingertips, making the daunting task of creating and deploying our knowledge base exponentially easier.”



TANNER D.
IT SUPPORT, LEHI CITY

“When looking for the best options knowledge base tools, Helpjuice was the best from the market as they offered even more advanced features and the best service throughout the sales process.”



TAMAR KHUTULASHVILI
TBC INSURANCE

“It's much easier keeping our knowledge base updated and organized through Helpjuice than it is to keep track of multiple Google Docs or static HTML files. We are happy customers of Helpjuice and look forward to continuing our relationship.”



NICOLE
SUPPORT MANAGER, COLLAGE.COM

“We love the customized features, the customer support has been great. It's very easy to use (like using Google Docs or Microsoft Word). We chose Helpjuice as the pricing was good too.”



GINGER
CO-OWNER, WEB PUNCH

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ABOUT PROPROFS KNOWLEDGE BASE

ProProfs Knowledge Base

ProProfs Knowledge Base software is a one-stop solution for businesses looking to reduce customer tickets and manage company knowledge. The software comes with compelling features that help you create a centralized platform that can be accessed on-the-go. Having catered to companies across various industries, they at ProProfs understand your requirements for knowledge management solutions. With ProProfs Knowledge Base software, they aim to help you delight your customers as well as employees with anytime & anywhere access, instant answers, and smooth search experience.

56

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Our knowledge base has exploded to over 200 useful articles full of relevant data, documentation, images and video.”



TREVER EHRLICH
CREATIVE SOLUTIONS MANAGER, KENCO

“Creating pages and organizing them in the table of contents is a cakewalk!”



STATE OF WISCONSIN

“ProProfs support is one of the best I have experienced. They truly care about their customers and deliver resolutions fast.”



BILL WISELL
HEALTH LICENSING COORDINATOR, NEBRASKA DEPARTMENT OF HUMAN AND HEALTH SERVICES

“Seamless integration with Zendesk made ProProfs the right choice for us.”



23ANDME

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ABOUT STACK OVERFLOW



Stack Overflow is the largest, most trusted online community for developers to learn, share their knowledge, and build their careers. More than 50 million professional and aspiring programmers visit Stack Overflow each month to help solve coding problems, develop new skills, and find job opportunities.

30

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“A lot of what I do is help those teams think about how they can collaborate more effectively, how they can bring their teams together and sharing information and sharing processes, systems, and methodologies. Stack Overflow is not only a means to an end for users who are eager to find a quick answer to accomplish some task, but it's also a way for our product managers and engineering teams to suss out where we can do more to solve problems in an intuitive way and ultimately deliver a better user experience.”



RYAN J SALVA
DIRECTOR OF PRODUCT MANAGEMENT, MICROSOFT

“Instead of trying to figure out how to reach people and bother them while they are working, I'm able to go to Stack Overflow for Teams and get the answers to my questions.”



MOSH FEU
FRONT END DEVELOPER, WIX

“Using Stack Overflow for Teams has made me more confident. Now, if I see a question that I know the answer to, I don't hesitate to offer thoughts.”



WILLIAM DU
DATA SCIENTIST, PRIMER

“As we started to use [Stack Overflow for Teams] and saw how nice it was to have a repository of information, we started to see it spread to other teams. Our customer support team started using it, our people success team started using it, next thing we knew, we had [Slack] integrations all over the place.”



DAVID DRAKE
EXPENSIFY

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2020



FALL 2020

Knowledge Management
Category

TOP PERFORMERS



38

Total Customer References

VIEW ALL REFERENCES

ABOUT ANSWERHUB

AnswerHub

AnswerHub is a robust developer relations software that gives you everything you need to build, manage, and grow a thriving internal or external online community to share knowledge. Users can capture, organize, and share knowledge in a variety of ways including questions and answers, ideas, and knowledge base articles. Built-in gamification helps to engage and identify topic experts to allow for easy question routing. Advanced features like moderation, user management, access control, and role-based permissions give administrators everything they need to control the content, users, and access to the knowledge in their community. AnswerHub can also be customized to look and feel however you'd like with its built-in theming and plug-in engines. Rest API and SDK access give you all of the tools you need to build on your own or let AnswerHub's professional services team help.

Featured Testimonials

“Before, our forum could not effectively support technical-focused questions and conversations. With AnswerHub, developers can easily post questions, route questions to topic experts, and find answers without submitting a support ticket. This has enabled our community to become extremely self-sufficient and has created a more powerful user experience.”



MICHAEL STOWE
DEVELOPER RELATIONS MANAGER, MULESOFT

“AnswerHub quickly identifies product experts, allowing users to get fast and accurate answers to questions while reducing the load on our support team.”



COMMUNITY MANAGER
DYN

“Replacing our Q&A system with AnswerHub decreased our support costs dramatically. The knowledge that users share on Guru Answers shows their specific expertise, lending credibility to both employers and freelancers.”



INDER GUGLIANI
CHIEF EXECUTIVE OFFICER, GURU.COM

“The very best part of AnswerHub is their amazing Customer Service. Everyone we have dealt with has been professional, intelligent, patient and a joy to work with.”



MIDDLEWARE ADMINISTRATOR
WESTBAND

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23

Total Customer References

VIEW ALL REFERENCES

ABOUT COMAROUND



ComAround is a multinational software company that specializes in Knowledge Management and Self-Service. ComAround empowers support organizations around the world to solve problems faster, handle increased volumes in multiple languages, lower organizational costs and deliver excellent customer experience using ComAround Knowledge Management Software and expertise. ComAround's KMS, ComAround Knowledge™, is KCS v6 Verified and can be easily integrated with ITSM tools thanks to ComAround Connect. ComAround's specialists also provide KCS certification training.

Featured Testimonials

“ComAround has proven to be an invaluable asset within our organization. It is easy to use both for finding content and creating content. The ability to quickly import already developed content as well as easily create video how to's is excellent. The data component helps us to drive content creation and understand how customers value that content. The identification of heroes based on content creation and value helps to gamify and encourage the development of more content. Overall, ComAround has truly helped our organization capture and share knowledge about systems, tools, and processes across the entire organization.”

LISA BOLGER
CITY OF PALO ALTO

“We have been using ComAround for a long time now. The combination of their focus on Knowledge and their partnership with Microsoft insures that we will be creating the best user experience for our support agents and our end user constituents. This is a very powerful combination and we see it only evolving and getting stronger in the months and years ahead with investments both partners are making in Azure Search, Power BI, Windows 10 and other new technologies.”

MAY HERLIN
IT MANAGER, ALE MUNICIPALITY

“We are happy to have ComAround as one of the Consortium for Service Innovation members that provides KCS v6 Verified tools and services that support the KCS methodology. Any support or service organizations working with AI and Chatbots will benefit from including KCS specialized tools and expertise to help power these initiatives.”

ARNFINN AUSTEFJORD
GLOBAL HEAD, THE KCS ACADEMY

“The diverse IT in our educational environment put high demands on both students and teachers. They need to handle applications and systems that require a lot of know how, and our help desk does not have all the knowledge needed in specific applications. ComAround has helped us letting the staff and students help themselves solve problems and learn how to handle our systems.”

PETER HAMPUS
CHIEF INFORMATION OFFICER, NACKADEMIN

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27

Total Customer References

VIEW ALL REFERENCES

ABOUT ELIUM

elium

Elium is the leading european knowledge sharing platform deployed in small and large knowledge centric organisations such as L'Oréal, Capgemini, and EDF. Elium is the web and mobile platform dedicated to enterprise knowledge sharing. It enables you to collect, share, enhance knowledge and information flowing within and beyond your organisation.

Featured Testimonials

“Establishing such a system, requiring necessary changes in working methods, is not always easy. The barriers indeed exist and the Knowledge Management team must constantly communicate and disseminate good practices and benefits. All this is only the reflection of a beautiful adventure where people remain happily in the center of the journey, with its ups and downs!”



DAVID GASPAR
KONWLEDGE MANAGEMENT, ORTIS LABORATORIES

“We have such a quantity of information that staff, especially more junior staff could drown in the information or on the other hand not be able to find the specific information needed. Since adopting the Elium platform, finding information internally is almost instantaneous, independent of time zones, accessible both in the office.”



CATHAL DAYNES
GLOBAL TECHNICAL MANAGER, TRADECORP

“We wanted Elium to be a key element of the TCS digital workplace. The possibility to upgrade to Elium was a real win for us. This knowledge-oriented tool gives us the opportunity to reposition our social network. It offers a lot of value.”



KURT TONINI
PROJECT COMMUNICATION MANAGER, TOURING CLUB SCHWEIZ

“Through the platform, EFUS connects 250 local and regional authorities across Europe which share their practices. The organisation also provides them with a rich knowledge base upon which they can develop their policies and actions.”



ELSA FONTANILLE
COMMUNICATIONS MANAGER, EUROPEAN FORUM FOR URBAN SECURITY

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19

Total Customer References

VIEW ALL REFERENCES

ABOUT HELPCRUNCH



HelpCrunch is an all-around communication platform for customer service and sales. It combines modern live chat, in-app messenger, auto messaging, ticketing, and email automation. Designed for SaaS and web services, e-commerce and online-to-offline businesses, HelpCrunch helps convert website visitors into customers, maximize sales, increase retention, and build loyal relationships.

Featured Testimonials

“I really like HelpCrunch. I spent less than 10 minutes to integrate and customize it. It's so customizable and looks really nice on our website. Also, there is a mobile app and we can always be online for our customers. Thanks.”



MIKE TIMASHOV
CHIEF EXECUTIVE OFFICER, CHERRYPIE STUDIO

“Quick support is a must in today's modern age. Since switching to HelpCrunch, we've noticed a much higher conversion rate and happier customers.”



EMIL
CHIEF EXECUTIVE OFFICER, AMBASSADOR WATCHES

“The product is great and your enthusiasm and personal attention to customers makes a big difference.”



JEROEN BORGESIUS
CHIEF EXECUTIVE OFFICER, PR-DASHBOARD

“HelpCrunch enabled us to manage our customer support and email automation via one platform which led to improving customer support performance by 40%.”



VALERY KURILOV
CHIEF EXECUTIVE OFFICER, SE RANKING

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35

Total Customer References

VIEW ALL REFERENCES

ABOUT MINDTOUCH



MindTouch is a provider of cloud based customer success software. MindTouch is transforming how all businesses drive customer success by empowering them to author, capture and serve knowledge to their customers in new ways and by creating insight from customers' behavior. MindTouch creates shorter sales cycles, increases organic site traffic, and turns new users into experts and brand advocates.

Featured Testimonials

“Good knowledge management solutions have the potential to dramatically affect both customer and agent experience by providing the right information at the right time.”



FROST & SULLIVAN

“The MindTouch platform was KCS v6 verified, which meant we wouldn't have to program anything to incorporate the methodology.”



GREG WALKER
SENIOR DIRECTOR OF CUSTOMER AND TECHNICAL SUPPORT, 8X8

“MindTouch was the only vendor that could provide a unified experience to our customers by extending knowledge wherever needed.”



MOHAN ACHAR
VICE PRESIDENT, GLOBAL SUPPORT, 8X8

“MindTouch provides a modern and dynamic knowledge management solution. It enables us to be agile and deliver the right knowledge when, where and how our customers need it. Providing the most relevant articles quickly to our user base has been key to the success of our cloud business.”



STACY KORNLUEBKE
SENIOR TRAINING AND DOCUMENTATION MANAGER, SUMO LOGIC

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38

Total Customer References

VIEW ALL REFERENCES

ABOUT SLITE



Slite is a simple collaborative documentation tool that helps businesses stay organized and work more thoughtfully. Slite helps teams work more thoughtfully. It's a simple tool to write and centralize docs in a way that encourages a less interrupted, more transparent way of working.

Featured Testimonials

“Slite allows us to go one step further on our two most important team values: team first and showing care. Since channels are public by default, everyone's informed when a new doc is created and can benefit from it.”

CHRISTELLE MOZZATI
PRODUCT MANAGER, UNOW

“We use Slite to capture everything from meeting notes to brainstorming sessions. Our entire team is on the same page and moves faster because we are never second-guessing what happened in a planning session. Slite lets LogDNA staff operate as a single team across multiple timezones and functions.”

LEE LIU
CO-FOUNDER AND CTO, LOGDNA

“Slite gives me peace of mind. I know that the great things my team is creating are in one place, where we can share it to newcomers and find it.”

TRISTAN LEGROS
FOUNDING PARTNER, THECORNER

“Slite is the go-to tool for us to centralize our knowledge. We use it to onboard new team members and for new hire orientation. It's like our Wikipedia.”

BERT CATTOOR
CHIEF EXECUTIVE OFFICER, GECKOMATICS

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55

Total Customer References

VIEW ALL REFERENCES

ABOUT TRAINUAL

Trainual

Trainual is the training manual for modern businesses. It's a simple and intuitive training and process management tool that makes it easy for growing teams to get everyone up to speed and on the same page, fast. The app was built to help business owners, team leaders, hiring and training managers centralize knowledge, organize processes and SOPs, automate training, and create learning systems for building more scalable or sellable businesses.

Featured Testimonials

“We've solved the problem of making sure each new employee has ALL the info they need to complete their jobs. Trainual makes it SO easy to pass on important information and ensure everyone is on the same page.”



JULIANNA O.
CREATIVE DIRECTOR, TOAST WEDDING FILMS INC.

“In the beginning, we documented our policies and procedures in word docs. As our firm has grown, we realized the need for more central, user-friendly process documentation. Trainual has proven to have the best UI for our group & will allow us to expand to multiple locations while maintaining uniformity.”



HEATHER P.
DIRECTOR OF TEAM SERVICES, THE ROYCE CPA FIRM

“The best training, onboarding, and knowledge transfer tool on the planet.”



TYNAN ALLAN
DIRECTOR OF GROWTH, LIVEWEB.IO

“I have to say that I love the system and it's becoming a game changer for us. Our business sector is required to comply with significant levels of Government legislation and Trainual is a fantastic way for us to make sure that our staff have the relevant knowledge to action their work appropriately.”



RICHARD DUNCAN
DIRECTOR, CHANEYS CHARTERED SURVEYORS

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12

Total Customer References

VIEW ALL REFERENCES

ABOUT WIX ANSWERS

Wix Answers

Wix Answers is a unified customer support solution that puts the agent-customer interactions in one single view. Driven by self-service and intuitive UI, the agent's time is spent only on what's actually needed: delivering spot-on answers and increasing customer satisfaction. All support channels working together to give insight into the most common customer pain points to build a better product and guarantee customer retention.

Featured Testimonials

“With Answers, we were able to consolidate our solution into one system with dedicated queues. We use automatic actions without wasting dev resources - it saves us time and costs while ensuring that customers get the high-level support they need.”



DORON PRYLUK
DIRECTOR OF CUSTOMER SOLUTIONS, GUESTY

“By switching to Answers, we've cut our response time to under 30 seconds by automating time-sensitive processes. But, the biggest win was eliminating the need for multiple vendors—everything is now in one place and easy to use, remotely or in-office.”



YAKIR LASRY
VP OF CUSTOMER RELATIONS, MYHERITAGE

“Thanks to Wix Answers, we know exactly what our users need from us. Our knowledge base enables our users to find what they need to succeed with our platform and also help our support agents respond more efficiently.”



OREN BEN-AMI
EDUCATION MANAGER, FIVERR

“With Wix Answers, we've increased our ticket response speed by 15%. Thanks to the platform's clean and intuitive interface, we're also able to train our agents faster and quickly make changes to our knowledge base—all without outside support from developers.”



CHARISSA WELKIE
HEAD OF HAPPINESS, WONDERBLY

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61

Total Customer References

VIEW ALL REFERENCES

ABOUT INSIDED



inSided is a Customer Self Service Solution that combines curated (company) and community content to answer customer questions and provide proactive help. This content & answers can be pushed in all of your channels, to feed customer with relevant answers where and when they need them. The inSided platform is a full-SaaS solution, meaning frequent updates without any development resources required.

Featured Testimonials

“We chose inSided to upgrade our customers’ community experience after looking for more features and options for collaboration. The team at inSided has been excellent to work with and are receptive and responsive to feedback. Our customers regularly share compliments about The Hub and its position in our support offering structure and it’s exciting to watch conversations evolve into solutions.”

DREW CLAYBROOK
COMMUNITY MANAGER, EXTREME NETWORKS

“We want to empower all developers on the Thinkwise Platform to become experts. The Thinkwise community creates a central place to share knowledge, experience, and best practices from which all Thinkwise Platform developers can benefit.”

MOLLER TOMA
PROJECT MANAGEMENT OFFICER, THINKWISE

“The inSided platform is user-friendly and an important channel where customers can help each other. Customers search online to answer product and service related questions. Whether they are experiencing a problem or want to change something, it is extremely important that they find what they are looking for.”

ONNO VAN DER POEL
MANAGING DIRECTOR, TELFORT

“We quickly found that the inSided platform was highly appealing because of the possibility of creating and managing different language communities, the cloud hosting that enabled scalability for growth, and their local, friendly and experienced support team.”

YASER HEDA
VP CUSTOMER CARE, TOMTOM

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ABOUT ELEVIO



Elevio is a Customer Education Platform that drives up engagement while reducing support loads for sites, by delivering the relevant help they need where and when they need it. If people don't fully understand your product, no amount of sales or messaging will get them to buy or stick around long term. At the core of every great company is an emphasis on educating its customers to reduce customer effort. It's their vision that every company is able to reduce its customer effort without changing their product.

30

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“Game changer! Hands down the most valuable software our company uses. As both a B2B and B2C business, Elevio enables us to provide a tailored experience to all our customers. Easy to use, easy to implement, and fantastic support when needed. If you're looking to scale your business, or just want to improve your customer's experience, you need Elevio.”



VICTOR IKEDA-WOOD
DIRECTOR OF CUSTOMER SUPPORT, SPORTSENGINE

“We love the robust features and analytics along with easy integration steps!”



PEYVAND PADIDAR
PRODUCT MANAGER, STAPLES

“Another great aspect of working with Elevio is that it allows our team to personalize and offer guidance on-demand at vital points throughout the user experience. On top of it all, we are able to use insights, from the analytics dashboard, to better understand and improve engagement with our clients. Elevio Analytics gives us the necessary tools to measure user success by collecting real-time, valuable feedback.”



GUSTAVO MOREIRA
CUSTOMER SUPPORT, PREPLY

“Elevio is a fantastic self-service solution for our customers. It's not only the slick interface, but also the functionality and integration to our backend tools which provide a seamless workflow experience.”



JOHANN LOIBL
HEAD OF CUSTOMER SERVICE, ZIP CO

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24

Total Customer References

VIEW ALL REFERENCES

ABOUT HELPDOCS



HelpDocs makes beautiful, easy to use support pages for product-focused teams. Knowledge bases that're easy to maintain, always relevant, and look great. They're solving customer support at scale with self-serve options that customers actually want to use. Better for your customers, and with a reduction in your support volume, better for your bank balance too.

Featured Testimonials

“Because HelpDocs is user friendly and because you get a pleasant result with what you create, it makes you want to use it. We now regularly add new articles, which was not the case with our former tool.”



CORINE BARBAZANGES
HEAD OF MARKETING, GUIDIGO

“We can centralize all of our support documentation in one, easy-to-use location and share that at scale with our client base.”



MICHAEL BLOWERS
HEAD OF SALES, EASY AGENT PRO

“HelpDocs has given us a high quality, easy to use area to store important information that our users need to know. It empowers our users to get the information they need themselves.”



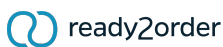
STEVE FUNK
HEAD OF SUPPORT, SIA

“We've definitely seen a reduction in support requests for areas that we've covered in our knowledge base. The integrations between HelpDocs and our other tools have also streamlined our support processes for those customers who do prefer to get in touch and made support much more enjoyable.”



SARAH
CO-FOUNDER, INSIGHT

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ABOUT HEROTHEMES



Heroic Knowledge Base Themes & Plugins for WordPress. Products to reduce your support tickets and give you happier customers. They've created the most popular range of self-service support themes available for WordPress, helping small & large businesses reduce their support cost and give a better experience to their customers.

16

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“No doubt, this is one of the best support platforms. Invest and get your knowledge base ready in a few hours. Really worth it!”



SURJITH SM

“KnowAll's extensive customization options have allowed us to make it our own both aesthetically and functionally and as a result it has increased engagement with our internal knowledge base. We are happy that we chose KnowAll and would recommend it to others.”



SAM GLUCK
OUTLANDISH

“A lot of thought has gone into this theme, in how it looks, works and how both the user and admin interact with it. In comparison to other knowledge based software available on the market, KnowAll does a wonderful job at a fraction of the cost.”



DAVE LEGION
FOUNDER, TAXO'D

“At Pagely we set up the KnowAll theme as a pre-sales knowledge base for people evaluating our managed WordPress hosting service. KnowAll has been a great asset to the Pagely sales process. The search feature provides a fast way to filter by keyword and the categorical organization gives a simple means to browse by topic. Analytics show us which articles are unclear and need refinement. Having it indexed by Google gives us SEO benefits. We're happy customers of HeroThemes and endorse both the product and the support we've received from the company.”



SEAN TIERNEY
DIRECTOR OF SALES, PAGELY

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ABOUT KNOWLEDGE POWERED SOLUTIONS



Knowledge Powered Solutions (KPS) offers Knowledge Management Software that improves customer service at the same time as delivering operational efficiencies for many organisations across different industry sectors. KPS specialises in providing Knowledge Management solutions for Internal Knowledge Management, Contact Centres, Service Desks, Shared Service Environments and Web Self-Service. They provide knowledge management (km) solutions that deliver efficiency savings, enhanced staff performance and increased customer service for organisations across the world.

21

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“The beauty of the KPS system is that it is so simple to use and administer yet delivers so many benefits through our outsourcing operations.”

MARTIN BILL
MANAGING DIRECTOR, CONTACT 121

“Universal Knowledge has allowed the team to significantly improve the quality and service that we can provide, with a reduction in AHT and significant reductions in message errors and scheduling.”

SHELBY SMITH
DIRECTOR, IU HEALTH

“Universal Knowledge provides us with an easy to use content creation tool, in addition to us being able to incorporate existing forms of knowledge. The ability to use a natural language search against very technical information and provide access via our website will be key to us continuing to provide world class support to our customers.”

BILL WALLACE
TECHNICAL MANAGER, SRO SOLUTIONS

“I could not be happier with our decision to use KPS Universal Knowledge in our contact centre. Our team is finding answers quickly enabling us to provide timely and accurate responses to the citizens of Baldwin County.”

SHANNON SPIVEY
CUSTOMER RELATIONSHIP MANAGER, BALDWIN COUNTY COMMISSION

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18

Total Customer References

VIEW ALL REFERENCES

ABOUT NUCLINO



Nuclino is the easiest way to organize and share knowledge in teams. Create real-time collaborative documents and connect them instantly like in a wiki. Use the tree, board, and graph view to explore and organize your knowledge visually. It's great for meeting notes, product requirements, docs, decisions, and more.

Featured Testimonials

“Now, our ‘company brain’ is all in one place, is actively growing with input from every member of the team, and is saving us hours when it comes to ‘finding that one thing’ that you didn't need until now, be it a process, design sketch, or meeting notes.”

MATT BOND
LEAD GAME DESIGNER, PSYON GAMES

“The simplest, most straightforward wiki and collaboration tool I've ever seen!”

DEREK SHORE
LUXUMBRA

“Nuclino provides a frictionless experience, and since adopting it, we've seen an explosion in collaborative documentation.”

SAMUEL HADDAD
LEAD SOFTWARE ENGINEER, VISTAPRINT

“Nuclino is the right choice for teams to start documenting their projects and ideas and collaborate without worrying about their budget at the beginning. If you are not sure what to use for your documentations and collaborations, check it out and you won't be disappointed.”

MOHAMMED ESSAID
ZAD GROUP

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ABOUT SLAB



Slab is building their long term memory. They reimagined the humble knowledge base from the core user needs to make information sharing within teams fast, intuitive, and empowering. Behind the scenes they geek out over the latest technologies to put a simple and elegant product on the center stage.

21

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“One of the coolest things for me was pasting the URL for a Lucidchart document into Slab, and it automatically populated a diagram right into the document. I've shown that to a lot of people here [at Lucid], and they love it.”



VASU CHETTY
PRINCIPAL DATA SCIENTIST, LUCID SOFTWARE

“It was great being able to merge the knowledge base that we had in GitHub with what we had in Slab without it being a jarring experience for the user.”



AMMAR BANDUKWALA
CO-FOUNDER AND CHIEF TECHNOLOGY OFFICER, CODER

“[Documentation] was not something the engineers looked forward to before. What we have now is a team that's very enthusiastic about using Slab to maintain their history, maintain their decisions, to socialize ideas and thoughts.”



SCOTT ANDERSON
SVP OF ENGINEERING, VEVO

“Slab's topic organization and hierarchy is great. We evaluated several potential wikis and Slab really has the best answer for discoverability, robustness and complexity.”



KENNETH KOUOT
CO-FOUNDER & CTO, FLEETSMITH

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10

Total Customer References

VIEW ALL REFERENCES

ABOUT STARMIND



Starmind unlocks employees collective intelligence and expertise to supercharge productivity, innovation and career development. Patented artificial intelligence identifies subject matter experts across enterprises, accesses undocumented knowledge and generates employee skill profiles that are the foundation for upskilling, re-skilling and workforce planning. With customers in over 100 countries including Bayer, Telefónica, the United Nations (UN) and the International Committee of the Red Cross (ICRC), Starmind has helped businesses worldwide gain over \$1.4 billion as a result of productivity savings.

Featured Testimonials

“Using Starmind, we crowdsource knowledge from over 10,000 community members across the globe. This enables our employees to get fast answers to their day-to-day questions from experts throughout Swiss Re, while being able to focus their energy on their jobs.”



SIMON MARGULIES
HEAD OF SELF-SERVICE SOLUTIONS, SWISS RE

“Starmind has been instrumental in helping drive our sales success at ERGO. With over 95% of inquiries being successfully resolved, it's changed the way we leverage our internal know-how.”



OLIVER SEIBERT
ERGO

“Anyone can ask anything, and over time, the algorithm learns who is the best person to respond to what kind of query.”



MATT EASTWOOD
J. WALTER THOMPSON

“Starmind has rapidly risen in popularity and use among Accenture's German-speaking employees, with productivity benefits that have elevated it to become a strategic solution for Accenture's own knowledge management service.”



JOHN O'BRIEN
RESEARCH DIRECTOR, EUROPEAN INTELLIGENT APPLICATION SERVICES, ACCENTURE

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21

Total Customer References

VIEW ALL REFERENCES

ABOUT TETTRA



Tetra is the simplest and most delightful way to write about any process or project happening in your company. They have instant access to information and other people. In seconds, they can find answers, connect with people, and share their voice with the world.

Featured Testimonials

“Very quickly after launching, the number of redundant questions decreased. Managers direct people to look in Tetra first, since the answer is usually there.”

ISAAC
CO-FOUNDER, GRANDPAD

“We used to primarily use Google Drive for file sharing, which got messy quickly as we added new employees. Migrating to Tetra has changed the way we communicate entirely. It's intuitive to use and easy to update, while keeping our whole company on the same page.”

CAROLINE KATSIROUBAS
MARKETING DIRECTOR, FREIGHT FARMS

“People want to know what the quarterly priorities are. It's a really easy, searchable way for people to find the information that they need. We're always look for ways to keep those priorities in front of the employees. It helps people feel connected to something bigger than just their jobs out in the field.”

LAUREN ELMORE
PRESIDENT, FIRMATEK

“Tetra helps us eliminate information silos throughout the org, which reduces ramp time for hires, increases collaborative productivity, and ultimately ensures we're moving as quickly as we can in growing the business.”

PATRICK CAMPBELL
CO-FOUNDER & CEO, PROFITWELL

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ABOUT LIVEPRO



livepro is the perfect answer. Since 2001, the livepro team has partnered with clients to improve customer service quality & delivery. Their clients have discovered that not only does it improve the quality of the customer experience, it also helps to strengthen your brand, improves team satisfaction and makes you a star! And you don't need to be an IT guru to use it. At livepro, improving customer service through effective knowledge management is their passion.

28

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

“We liked that livepro had a good knowledge of the way Councils worked and were able to offer advice on best practice. They were able to advise us on how to use the system in a way that was most effective for our team.”



SANDRA CORMACK
PROJECT MANAGER, GYMPIE REGIONAL COUNCIL

“Staff satisfaction has been a big reward from this project. They've become confident in the knowledge they're sharing with customers. Our customers are also enjoying major benefits, with the quality, speed and consistency of customer service improving significantly.”



ANNA RIZOS
MANAGER OF CUSTOMER EXPERIENCE, LIVERPOOL CITY COUNCIL

“We needed a solution that was clear and engaging for agents, and had full testing and feedback options for managers. livepro allowed us to do this above and beyond any other system we investigated.”



GEOFF STODART
CUSTOMER SERVICES TEAM LEADER, BLUE MOUNTAINS CITY COUNCIL

“We are so pleased we chose livepro for our knowledge management. livepro delivered great results and have turned out to be great partners.”



LIBBY EWING-JARVIE
GENERAL MANAGER, DATACOM CONNECT

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