



I³ Information Centre

Control the release and sharing of knowledge and information between the members of your organisation, real or virtual, to leverage the value created through knowledge management, whilst facilitating the process of collaborative document creation.

I³ provides a sophisticated set of knowledge management, release and publishing tools to support a wide variety of purposes from self-help support, sales and marketing, relationship management and training through to distributed content production and management.

- Ennovation Ltd
- 3 The Maltings
- Wetmore Road
- Burton on Trent
- Staffs
- DE14 1SE

- Tel: +44 (0) 1283 569769
- Fax: +44 (0) 1283 569765

- info@ennovation.co.uk
- www.ennovation.co.uk

I³ – Product Features

Storing of information

'catalogue documents in any format'

I³ stores and catalogues items such as documents including .doc, .xls, .ppt, .mdb, .mpp, .txt etc and also PDF's, allowing the knowledge within the company to be released, in a controlled manner, for all within the organisation to benefit. This enables your company to store all information within I³, regardless of its format.

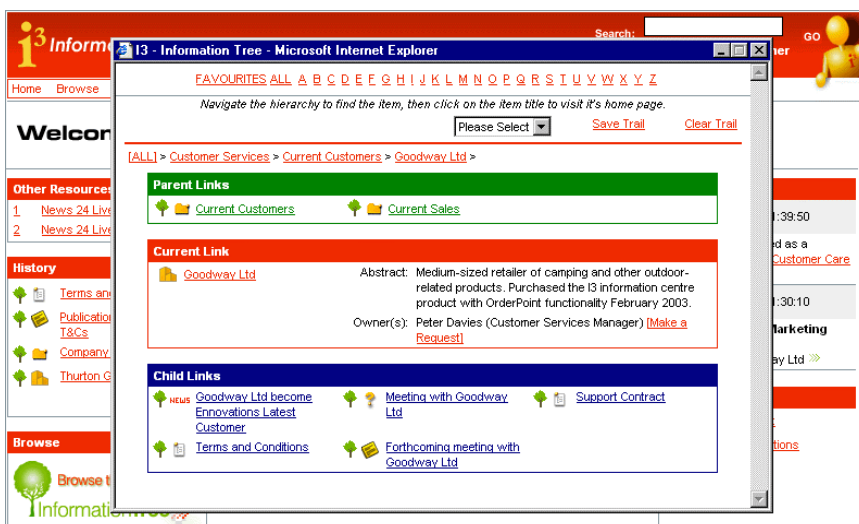
This function will be especially valuable for companies that may need a good knowledge base, where it is beneficial for customer-facing employees to have easy access to the knowledge and decision trees from the experts in the centre.

'access the knowledge of 'experts' within the organisation'

Hierarchical structures

The information contained within I³ is organised into one or more hierarchies, allowing related information to be stored together, thereby improving accessibility. For example, the same piece of information can be grouped for different purposes, interest areas or readerships

'improve the accessibility of information'



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'document all types of information objects'

The I³ hierarchies can contain an extensive range of information objects, including topics, documents, news, notes, discussions, milestones/events, organisations, contacts, FAQ's and one to one questions. These objects are supported as standard and each item type, bar discussion, has it's own configurable home page in the system.

The real strength of I³ though comes from the ability for any of these objects to be the parent for a further hierarchy, allowing for example, a document to be published to which further documents, discussion threads, topics or any other objects can be linked.

Information tree

Users are able to browse the information tree to view all parent and child objects linked to a particular item within the information hierarchy. At any time, details of an item object can be viewed or a link can be made directly to an item's homepage.

As users are navigating their way through the information tree, the trail taken is automatically being created. I³ allows this trail to be saved, allowing users to re-visit that point in the system at any time in the future.

'quickly re-visit previous information trails'

Search facility

I³ boasts a flexible, hierarchical information structure with keyword and free text searches throughout the system. This enables all related items to be retrieved simultaneously, reducing the time and resources spent looking for specific pieces of information.

i³ Information Centre Search: GO
Welcome: **Peter Davies (Customer Services Manager)**

Home Browse History Administration Advanced Search I3 Request My Settings Logoff

Search Results

Searched for 'goodway' [Back](#)

4 found
[<< First](#) [< Previous](#) [Next >](#) [Last >>](#)

#	Type	Title/Name	Content/Abstract
1		Support Contract	Technical maintenance and support contract for Goodway Ltd, produced 1st March 2003.
2		Terms and Conditions	Terms and conditions of the sale of the I3 product with OrderPoint functionality, agreed with Goodway Ltd.
3		Goodway Ltd become Ennovations Latest Customer	At the end of February, Goodway Ltd made the decision to purchase our I3 product with added OrderPoint functionality. We look forward to entering a mutually profitable relationship with the company.
4		Goodway Ltd	Goodway Ltd

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A system wide 'What's New' area combined with the ability for users to request notifications where items are amended or added to an existing area of interest will enable your employees to keep up to date with the latest information stored in I³. The system tracks users' recent visit/search history and also allows the selection of personalised favourites so that users can quickly return to their areas of interest.

'reduce the time spent searching for specific pieces of information'



Templated objects

An option exists to extend the object set to include powerful templated objects, which themselves consist of a hierarchy of information objects. So, for example, your organisation could have it's own templated project structure including document templates, project team structures and milestone requirements, so that when a new project is added, a complete project structure is created to your organisation's standards.

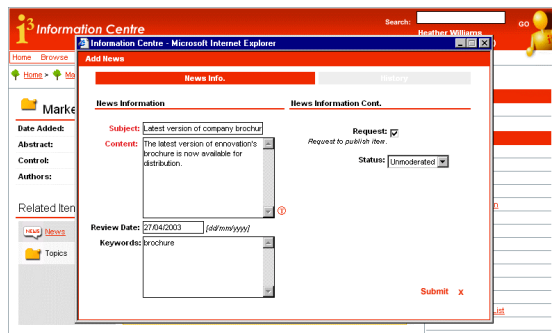
Project Management, Budget Planning, Change Management, Marketing Plans and Sales Proposals are just some of the areas where these templated objects could be used to bring together the power of knowledge share and your own best practice for maximum possible consistency, quality, effectiveness and return.

'work to best practice guidelines'

Publication control

I³'s publication control allows either moderated or un-moderated items to be published, so that anyone with circulation access to an item can publish further items to it. However, for moderated items, the original owners are notified that a user wishes to publish an item to it, and so must accept this item prior to publication for other viewers.

- allow information to be entered directly into uncontrolled topic areas
- implement restrictions on other topics to control the information that is published



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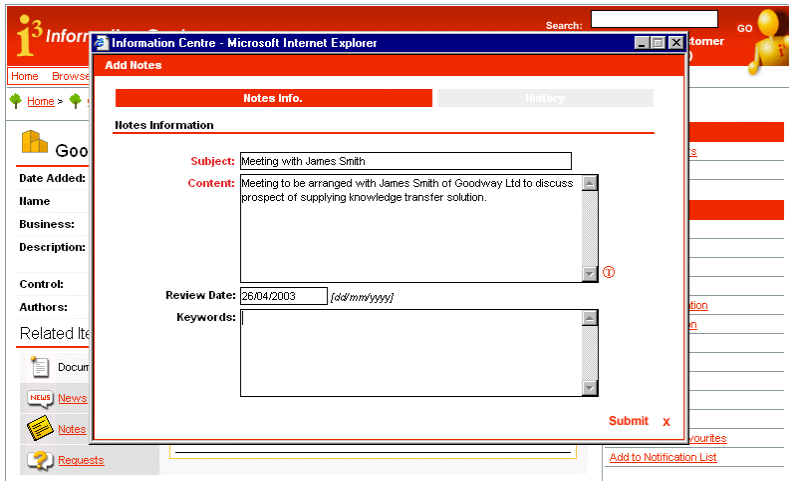
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Public and private information objects

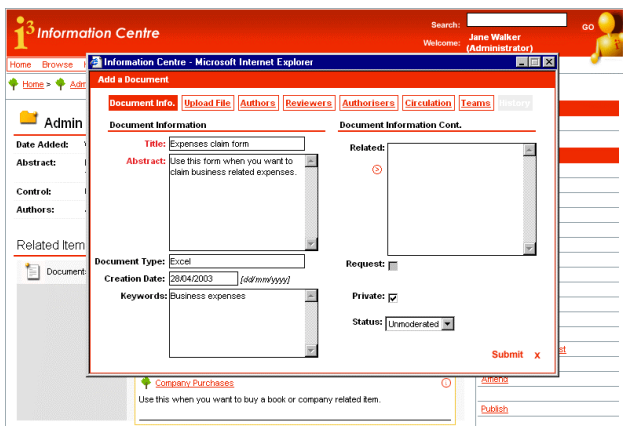
'personalise
your
knowledge
space'

Users are also able to integrate their private information objects with the public information in I³. This allows your employees to build their own information and knowledge management structure within I³, increasing the usability of the system.



Collaborative document creation

I³ allows collaborative document creation and release control. This includes options for co-authoring, peer review and authorisation with timescales, shared commenting and document history available to authors, reviewers and authorisers (who also have options to delegate their release authorisation, to support pre-publication workflows). These items can then be published into the appropriate knowledge spaces subject to I³'s usual publication and circulation controls.



'increase
employee
motivation
through
knowledge
sharing'

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This process will enable employees within your company to work together when producing documents, sharing individual knowledge for the benefit of the company as a whole.

TeamPlace

'introduce virtual TeamPlaces'

A further feature of I³ is 'TeamPlace'. This is a "virtual workroom" on the system for members of a team or project to share information, collaborate on documents, post news items, contacts, milestones or other information.

As multiple TeamPlaces can be incorporated into I³, each of your employees will have access to distinct TeamPlaces for each team or project of which they are a member.

'enable individuals to collaborate on document creation prior to publication'

This feature has the benefit of facilitating communication between all members of a team. A document check-out facility ensures that each member has access to the latest information on the projects or processes they are involved with. Materials published within the TeamPlace can optionally be made available to other users outside of the team, through the controlled circulation facilities available across the whole of I³.

Access to 'expert' knowledge

Users have access to 'expert information' that they otherwise would not have access to, through two different routes.

FAQs allow the opportunity for your employees to bypass support centres, reducing the resources needed to operate these. Users can look at problems that have arisen before to see if there are any easy solutions. This function will save the time and effort required for both the expert, as they will only have to answer a problem once, optionally making it visible to other users as an FAQ, and the user who can quickly find the information they require without going through a lengthy process.

'implement a self-help function to allow quick responses to queries'

'improve the service provided to your customers'

Users can also post questions about an item, which will then be routed directly to the appropriate owner and expert. This will allow quick responses to be made to people experiencing problems, even where expert knowledge is needed to address a new issue.



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The screenshot shows the i3 Information Centre website interface. At the top, there is a search bar and a user profile for Jane Walker (Administrator). Below the navigation menu, the breadcrumb trail is: Home > Admin Templates > General Q&A > Using i3 >. The main content area is titled 'General Q&A [Code: 780-3]' and includes metadata such as 'Date Added: Friday 25 April, 2003' and 'Abstract: A collection of questions regarding the use of i3.' Below this, there is a 'Related Items' section with a 'Requests' sidebar. The sidebar lists three requests: 'Making Stuff Private', 'i3 Home Page?', and 'Is there any way I can make sure that the documents I add get reviewed at periodic intervals?'. The main content area displays the details for the 'Making Stuff Private' request, including the question: 'Does i3 allow me to create a private folder containing stuff that I don't necessarily want other people to see?'. A sidebar on the right contains various utility links like 'Parent Links', 'Publish Agent', 'Add News', 'Add Notes', 'Add Contact', 'Add a Document', 'Add an Organisation', 'Start a Discussion', 'Add a Topic', 'Add a Milestone', 'Search this Item', 'Make a Request', 'Add to Favourites', 'Add to Notification List', and 'Details'.



If your employees are frequently searching for information about one thing in particular, then your company will be able to see that this is a recurring problem and so take corrective action earlier in the process so that future customers or users will not have the same problem. The benefit of this is that your organisation will constantly be able to learn from mistakes and make improvements to the product or service process, strengthening the competitive advantage and increasing customer and employee loyalty.

Discussion threads

i3 also offers discussion threads. When faced with problems or queries about an item, users will be able to begin discussions relating to that particular item or topic, allowing other interested users to share knowledge, views and experience. Other employees within your organisation will then be able to join in the discussion to offer their ideas or opinions. Again, all of the discussions can be stored against the item or topic to allow future users with similar problems to browse the responses given.

'share knowledge and information across organisational boundaries'

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