

# Frequently Asked Questions

*Do you know what your competitors are going to do next? Find out now.*

## What is Knowledge.Works™?

Knowledge.Works is one of the few solutions available to competitive intelligence (CI) practitioners that support all phases of the intelligence process – data collection, aggregation, indexing, searching, analysis, reporting and collaboration. It is built on a relational database structure and is designed to manage all content related to competitive or business intelligence collection and analysis.

Knowledge.Works includes a toolkit of competitive intelligence capabilities including content aggregation, advanced search, automatic text summarization and integrated reporting. Cipher consultants will work closely with you to design a solution that meets your unique user requirements.

## What technology does Knowledge.Works use?

Knowledge.Works is built on a relational database structure – Microsoft SQL 2000. The browser-based interface gives users access 24x7 from any location. Permissions are defined by user or by group.

Knowledge.Works supports the following types of content:

- Text
- Rich Text
- Graphic and Video files
- Microsoft Office (Word, PowerPoint, Excel)
- HTML
- XML
- RSS
- PDF
- External Websites
- Lotus Notes Databases
- MS Exchange Public Folders
- MS Content Management Server File System



[www.cipher-sys.com](http://www.cipher-sys.com)

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***Get the right answers, right away. Knowledge.Works delivers the details you need to make better decisions.***

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*Over 60 implementations around the world*

*Used by Fortune 500 clients across industries*

*Experienced consultants deliver all phases – from design to implementation to ongoing support*



Information Worker Solutions

## **Who are the “typical” users of Cipher technology?**

Knowledge.Works is well suited to meet the requirements of any business, institution and/or government organizations that want to be more proactive and take control of their decision-making processes. It is a completely integrated and customized decision support solution that provides a central intelligence repository and instills a standard research methodology to search, analyze, produce and disseminate actionable information across an entire organization.

Well suited for large corporate implementations, it has been used around the world by at least 60 Fortune 500 organizations across industries.

## **What is the pricing structure for Knowledge.Works?**

There are two pricing options for Knowledge.Works. One is based on an application service provider (ASP) model where Cipher hosts and maintains your database at a secure Cipher site. This includes an initial set up cost, customizations and a monthly subscription fee. The other is a direct licensing model that includes a licensing fee (per business unit), customizations and yearly maintenance. In this model the database is implemented and maintained at your site.

## **Does Knowledge.Works include any content?**

Knowledge.Works is designed to help you find, index, organize and make sense of existing sources of information – in your organization, through your own subscription news feeds and publicly available on the web. Therefore, the software does not come preloaded with any content.

## **How long does it take to implement Knowledge.Works?**

Knowledge.Works is not an “out-of-the-box” solution. The software is customized to meet the specific needs of your organization. Although some specific tools may be available immediately, a complete installation takes on average two to three months.

Complex customizations may take longer. Pilot programs can be designed to reduce the time to project implementation with full functionality made available upon successful completion of the pilot.

## **What are the technical requirements for Knowledge.Works?**

Knowledge.Works is a Web-based application built to take advantage of Microsoft SQL Server. Users only need an active network connection and Internet Explorer version 6.0 or above. There are no additional technical requirements if you are going to purchase the software using the ASP model. There are some specific technical requirements if you are going to purchase the software using the direct licensing model. Please visit our technical documents library online for detailed technical requirements and an architecture overview: <http://www.cipher-sys.com/technicaldocs.asp>.



## **What search engine do you use within Knowledge.Works?**

Knowledge.Works relies on SQL Server's built-in full-text indexing engine for indexing content. We can also integrate Knowledge.Works with any other search platforms currently being used within your organization (for instance we have integrated Knowledge.Works with external search engines such as Verity and Fulcrum).

## **What if we do not use Microsoft SQL Server – we use either Lotus Notes or Oracle?**

It has been our experience that most IT departments are agreeable to the addition of a SQL Server box to their infrastructure as it has little impact overall. And, we can easily integrate with any content stored in either Notes or Oracle-based databases.

You can also consider the ASP pricing model, which saves you both time and money as everything on the server side is installed and maintained at a secure Cipher site. This requires little involvement from your IT department and no additional capital expense.

## **We have a lot of content stored in legacy databases; will we be able to access this information?**

The integration with legacy databases and/or the porting of data from these systems into Knowledge.Works can be factored into the overall cost of the solution. Generally it is not a major issue to access this data. Details need to be defined as to the location of the data and the degree of integration required. Further, coordination with the IT department to understand active Demilitarized Zones (DMZ) and user permissions needs to be worked out.

## **Does Knowledge.Works support input from the field?**

Yes, field representatives can email reports to the database and users with the appropriate access level can actually post documents directly into the system. Cipher can implement either single or dual factor authentication to keep your data secure, yet accessible from any Internet connection.

## **Does Knowledge.Works have a reporting function?**

The Knowledge.Works Report Wizard enables you to generate reports automatically. You can search, retrieve, select and transform unstructured text into finished deliverables in four easy steps. All reports can be exported to Microsoft's Web Archive format (MHT), Word or PowerPoint. This feature does involve some level of customization to replicate the appropriate company look and feel for the deliverables.

## **Is there technical support available for Knowledge.Works?**

Yearly maintenance is available from Cipher Systems at a cost that is determined as a percentage of the total software license(s) cost and is billed annually in advance. The maintenance contract includes upgrade protection and basic telephone support. Advanced support contracts are negotiable.



## Once we implement the product, how do we keep up to date with product upgrades?

Knowledge.Works is unlike traditional software applications in that it is a mature toolkit of web services that are designed for extension; this allows Cipher to customize Knowledge.Works to suit each customer's unique business requirements. Cipher believes in fitting our software to the customer, not the other way around; if a customer needs a new feature, we incorporate it into their unique implementation. Any application errors are addressed on-demand for our maintenance customers and are delivered when complete, as opposed to the traditional practice of having to wait for the next service release.

For those clients maintaining an active maintenance contract, upgrades are done seamlessly with no effect on the customization that has been made for their individual installations. In most cases the upgrades can be performed remotely with little impact to the client site. All upgrades are fully tested prior to release.

For more information including an online demo visit our website: [www.cipher-sys.com](http://www.cipher-sys.com).



# Cipher

Information Into Knowledge

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