



CCH® KnowledgeConnect™

Drive Firm Efficiencies Through a Searchable Database of Your Intellectual Assets – Accessible Anytime, Anywhere

CCH is Advancing Business with Best in Process™ Solutions, Delivering Faster Answers and Better Results.

The extensive experience and knowledge of your organization's leaders and subject-matter experts sets your business apart from your competitors, and how you capture and share that expertise has a direct effect on your employees' efficiency and effectiveness. Powerful search capabilities within CCH® KnowledgeConnect™ easily connect firm employees with the knowledge they need to make faster and more informed business decisions, avoid work redundancies and reduce project cycle times. A single location for your unique knowledge ensures that critical know-how stays in the organization even after employees leave.

What is Knowledge Management and Why Does it Matter?

Knowledge management is the process a firm follows to capture and share walking-around knowledge. Tangible benefits, include:

- Improved decision making and response to business issues
- Better customer service
- Enhanced employee skills
- Higher productivity
- Increased staff collaboration through the sharing of best practices

When it comes to managing knowledge, KnowledgeConnect is the only solution designed to meet the specific needs of accounting firms.

Save Time and Boost Productivity

With your organization's knowledge contained in KnowledgeConnect, leaders will no longer have to answer the same questions over and over again! Employees will be able to quickly finding the answers to what they need in KnowledgeConnect.

- Subject matter experts are instantly identified.
- Collaboration happens across the organization through interactive communities, even if you do business in multiple locations, or have remote employees.
- Identify how much time and money managing knowledge has saved the organization through built in ROI (return on investment).

Capture and Access Knowledge Easily

- Accessible anytime, anywhere via secure Internet access, KnowledgeConnect provides rapid deployment so all employees can easily take advantage of the system.
- Pose questions to specific knowledge leaders, or to an entire community.
- Employees automatically see the newest information posted to their areas of interest upon login.
- The easy-to-navigate user interface encourages rapid user adoption.
- Establish your own business rules, such as controlling who joins certain communities, to make the system behave the way your organization needs it to.

- **15-35% of an employee's time is spent looking for the information they need to do their job.**
- **40% never find it.**
- **93% say the problem is getting worse.**

Improve Client Relationships

Knowledge is a large part of the value that firms deliver to their clients. Top accounting firms know that to be the best, you need to deliver exceptional service to clients. The ability to access and share knowledge is key to solving your clients' challenges accurately and efficiently.

Solutions to Fit Your Needs

CCH's powerful solutions are engineered to help you tackle your biggest challenges head-on, without an interruption to your workflow, so you are always moving forward. With most of these solutions now available in the cloud, you no longer have to manage technology on premise, freeing up your time and resources to focus on more profitable tasks — like servicing your clients — that will advance your business.

Integration

KnowledgeConnect integrates with IntelliConnect® and the CCH Support Knowledge Base — automatically searching across these databases straight out-of-the-box. Additional third party database integration is an add-on option.

Additionally, seamless integration with Microsoft® Outlook® offers the opportunity to receive KnowledgeConnect notifications directly in your Inbox, answer questions simply by replying to an email, and even publish knowledge or asks questions through an Outlook® email that will automatically post directly in KnowledgeConnect... whether you're logged into KnowledgeConnect or not!

For firms heavily ingrained in Microsoft® Sharepoint®, KnowledgeConnect offers an option that leverages valuable knowledge management functionality while keeping you in the Sharepoint® environment you prefer. Contact your account manager to learn more about this Sharepoint® plug-in.

"We just implemented KnowledgeConnect and I am excited about it. This is going to be CCH's best product out there because of the fact that it's finally taken the knowledge that's in my head, in my partner's head and in all the other staff's, and we're getting it in one place."

— Kathy Parker,
Partner, Rodman & Rodman, PC

To learn more about CCH® KnowledgeConnect™, please contact your CCH Account Representative at 800-PFX-9998 (800-739-9998) or visit CCHGroup.com/CCHKnowledgeConnect

The most up-to-date product information, including detailed system requirements, enhancements, and new features, is available at CCHGroup.com/CCHKnowledgeConnect. If you plan to use multiple ProSystem fx Suite products within the same system, call 800-PFX-9998 (800-739-9998) and ask to speak to your sales representative about whether or not your system availability is adequate.

All trademarks and copyrights are property of their respective owners.

Join us on  at CCHGroup.com/Social



CCH

a Wolters Kluwer business

800-PFX-9998 (800-739-9998)
CCHGroup.com