

Triune Professional Services



Professional Services Consulting Team

Is your organization intentionally managing the skills and knowledge within your enterprise? Too often the answer is 'no' and the consequences are substantial. Fortune 500 companies lose an estimated \$31 billion a year by failing to adequately manage knowledge resources¹. A competitive global economy and experienced workers nearing retirement age means that securing organizational knowledge is more vital than ever.

Knowledge Management is a discipline that uses Organizational Development and Change Management principles combined with various technologies to influence the way organizations share information and collaborate. Good Knowledge Management principles



involve *People, Processes, and Technology* to make insights and experience more available to everyone effectively treating knowledge as an asset.

Triune Group's Professional Services consulting team consists of dedicated professionals with years of experience and success in providing innovative solutions to help you meet your knowledge sharing and collaboration needs.

Who We Are

Triune Group is an Ohio-based Knowledge Management and Collaboration company located in Beavercreek. Since our founding in 1993 we've helped organizations successfully implement knowledge sharing processes and technologies. We have developed a robust approach to help an organization break down the barriers to knowledge sharing and collaboration and increase productivity and efficiency across the stove-pipes that can often exist in large organizations. Triune has been nationally recognized for our Air Force Knowledge Now program, one of the largest Knowledge Management programs in the world providing support for Air Force and Department of Defense personnel worldwide.

Our Customers

US Air Force - Wright-Patterson AFB.

Our program became the Knowledge Management Center of Excellence providing leadership and guidance in Knowledge Management across the entire AF enterprise.



NASA Safety Center - Cleveland, OH.

Our knowledge sharing and collaboration program supports the network of Safety and Mission Assurance professionals across the NASA enterprise.



Securities and Exchange Commission.

Our team is developing and implementing a strategic plan for their Legal Knowledge Management System.



¹Knowledge sharing in call centers, APQC Perspectives, 2005.



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Professional Service Offerings

In today's information-driven economy, organizations derive the most value from intellectual rather than physical capital. "Knowledge in action" gets results—linking people to experts, improving productivity and effectiveness. To derive most value from an organization's intellectual assets knowledge must be shared and serve as the foundation for collaboration.



Triune Group offers consulting services to its customers that enable them to transform into knowledge-enabled enterprises. We will assist you in identifying key knowledge needs and bottlenecks, as well as developing an overall collaboration strategy.

Triune Group's service solutions help to achieve a high organizational I.Q., improved performance, competitive advantage, and higher levels of innovation in operations. Services include:

Assessing Knowledge Management Maturity

Triune Group's Professional Services team has developed a model to assess where an organization is in their journey toward becoming a knowledge-centric organization. We will then provide a roadmap

for transitioning from ad-hoc, inconsistent collaboration activities to mature, disciplined approaches aligned with strategic priorities.

Knowledge Retention & Transfer (KR&T)

KR&T is a unique service developed to identify, capture, and distribute subject matter expertise; making that knowledge explicitly available for others in a virtual environment. Using proven interviewing and capture techniques to elicit the kind of knowledge that can only be transferred from one person to another, our process extracts 'knowledge nuggets' and reduces them to provide short videos for on-line viewing.

Workshops

Uniquely designed workshops are an essential part of the process in helping an organization implement a KM solution set or develop their knowledge maturity. Often, when engaged in these activities, we also help facilitate strategic planning, align mission, vision, and objectives, and assist in organizational change and transition.

Community of Practice (CoP) Virtual Workspace Implementation:

We can provide integrated and dynamic insight, and assist teams in developing strategies and methods for implementing a CoP virtual workspace. This can range from identifying CoP objectives to marketing and governance.

Getting Started

Contact us for more information on how we can help you maximize your results. We invite you to contact us 937-427-9900 or learn more at:

<https://www.knowledgenow.net>

