

# KMWorld

## 100 COMPANIES That Matter in Knowledge Management

By Marydee Ojala,  
Editor-in-Chief, *KMWorld*

**T**his year's list of 100 companies that matter in KM is an amalgam of old and new. Out of curiosity about the longevity of companies on the list, we went back a decade and identified 15 companies that have had a sustained presence in KM. Some, such as Google, IBM, and Microsoft, are large companies with interests outside of, as well as related to, KM. Others have a laser focus on KM, such as eGain, Enterprise Knowledge, KMS Lighthouse, and Mindbreeze. Some specialize in a particular aspect of KM—Access Innovations in the taxonomy sphere, Coveo in search, and Verint in customer service.

Remaining on the list for 10 years is a testament not only to longevity but also to agility—being able to pivot in light of new technological developments and to continuous innovation as customer requirements change. Certainly, the arrival of



generative AI has had a major influence on customer expectations and KM company products and services. It has also opened up the marketplace for new companies we added to the list this year.

The importance of innovation and creativity in KM cannot be overstated. In many respects, AI and other emerging technologies have cemented the importance of KM within organizations, making KM a “must have” rather than a “nice-to-have” vehicle for knowledge sharing and organizational success. Companies on this list are wonderful examples of how they help organizations unlock the power of knowledge. They stand out in the KM field, and we applaud their accomplishments.

As always, the list is meant to generate interest and to spark discussion. Let us know what you think and alert us to anything we might have missed.

### VIEW FROM THE TOP

We encourage you to visit the websites of the companies on this year's list. Also, in the View From the Top section, which begins on page 19, executives share their opinions on the state of the knowledge economy and how their solutions help customers realize their business goals.

**ABBYY—abbyy.com**—Putting your information to work with purpose-built AI, ABBYY combines innovation and experience to transform data from business-critical documents into intelligent, actionable outcomes in more than 200 languages in real time.

**Accenture—accenture.com**—A leading global professional services company that helps the world's leading businesses, governments, and other organizations build their digital core, optimize their operations, accelerate revenue growth, and enhance citizen services, creating tangible value at speed and scale.

**Access Corporation—accesscorp.com**—Helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services.

**Access Innovations—accessinn.com**—Empowers clients to realize their search goals by leveraging its Data Harmony suite and its team of semantic experts to build explainable AI that can increase search precision by more than 90% and productivity by more than 7 times.

**Acrolinx—acrolinx.com**—Acrolinx is an AI-powered software company that improves the quality and effectiveness of enterprise content, increasing content's value by streamlining its creation, governing it against established writing guidelines, and improving its impact over time.

**Adobe—adobe.com**—A global provider of digital media and digital marketing solutions that offer creative, marketing, and document solutions to allow everyone—from emerging artists to global brands—to bring digital creations to life and deliver immersive, compelling experiences to the right person at the right moment.

**Aisera—aisera.com**—A leading provider of generative AI solutions, Aisera helps enterprises boost revenue, improve user productivity, lower operating expenses, and create magical user experiences.

**Appian—appian.com**—A software company that automates business processes, Appian provides the Appian AI Process Platform, which includes everything you need to design, automate, and optimize even the most complex processes, from start to finish.

**Atlas by ClearPeople—clearpeople.com**—Atlas is an all-in-one platform for Microsoft 365 that ensures quick access to accurate and expert information for employees, clients, and AI.

**Atlassian—atlassian.com**—Atlassian unleashes the potential of every team, providing software development, service management, and work management software that helps teams organize, discuss, and complete shared work.

**AuditBoard, Inc.—auditboard.com**—AuditBoard is the leading cloud-based platform transforming audit, risk, ESG, and InfoSec management.

**Automation Anywhere—automationanywhere.com**—A leader in intelligent automation solutions that put AI to work across every aspect of an organization, Automation Anywhere

empowers enterprises worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate business growth.

**AWS—aws.amazon.com**—AWS provides a comprehensive cloud platform featuring a range of offerings, such as AWS Contact Center Intelligence, which enables organizations to leverage AWS machine learning capabilities with their current contact center provider to gain greater efficiencies and deliver increasingly tailored customer experiences.

**Bloomfire—bloomfire.com**—Bloomfire is a pioneering KM software platform at the intersection of people, knowledge, process, and technology, improving knowledge retention, employee onboarding, and driving operational efficiencies.

**Blue Prism—blueprism.com**—Blue Prism enables business leaders of the future to navigate around the roadblocks of ongoing digital transformation to truly reshape and evolve how work gets done—for the better.

**ChapsVision—chapsvision.com**—Recently acquiring Sinequa, ChapsVision enables companies and administrations to successfully complete their digital transformation and create value through a software suite centered around its massive and heterogeneous data operating system.

**Collibra—collibra.com**—Helping customers do more with trusted data, Collibra provides the Data Intelligence Cloud, bringing flexible governance, continuous quality, and built-in privacy to the world's leading brands.

**Conversica—conversica.com**—Whether the focus is converting leads, closing deals, or growing existing customers, Conversica's "powerfully human" conversations are informed by the industry's most advanced enterprise-class, self-learning AI models derived from billions of human interactions over more than a decade.

**Coveo—coveo.com**—Coveo offers a single SaaS platform and robust suite of AI and GenAI models that are designed to transform the total experience, from CX to EX, across websites, ecommerce, services, and workplaces.

**Creatio—creatio.com**—Creatio delivers the freedom to own enterprise automation with its no-code platform, designed to automate workflows and CRM as well as help in building applications with intuitive and robust no-code design tools.

**CrowdStrike—crowdstrike.com**—A global cybersecurity leader, CrowdStrike has redefined modern security with the world's most advanced cloud-native platform for protecting critical areas of enterprise risk—end points and cloud workloads, identity and data.

**Dataiku—dataiku.com**—The platform for Everyday AI, Dataiku enables data experts and domain experts to work together to build data into their daily operations, from advanced analytics to generative AI.

**Deloitte—deloitte.com**—Deloitte offers a variety of services—including audit and assurance, consulting, regulatory services, risk and financial advisory, and tax services—to empower trust and confidence for its clients, as well as help them achieve

business goals, solve complex problems, and make meaningful progress.

**Descope, Inc.—descope.com**—Descope is a drag-and-drop customer identity and access management program providing a no-/low-code solution that helps hundreds of organizations easily create and customize their entire user journey using visual workflows—from authentication and authorization to MFA and federated SSO.

**Domino Data Lab—domino.ai**—Domino Data Lab empowers the largest AI-driven enterprises to build and operate AI at scale, offering an Enterprise AI Platform that provides an integrated experience encompassing model development, MLOps, collaboration, and governance.

**eGain—egain.com**—Infused with AI and analytics, eGain offers the eGain Knowledge Hub, which improves customer experience and reduces agent effort with virtual assistance, self-service, and modern agent desktop tools.

**Elastic—elastic.co**—Elastic delivers complete, cloud-based, AI-powered solutions for enterprise security, observability, and search built on the Elasticsearch platform, the development platform used by thousands of companies.

**Enterprise Knowledge—enterprise-knowledge.com**—Delivers a range of advanced learning solutions combining advanced knowledge, information strategy, and leading technologies that drive performance while maximizing employee capabilities and satisfaction to address modern business challenges and accelerate ROI.

**Evalueserve—valueserve.com**—With a presence in more than 45 countries across five continents, Evalueserve leverages state-of-the-art technology, domain-specific AI solutions, and deep subject matter expertise to enhance its clients' strategic decision making and business impact.

**EveryAnswer—everyanswer.ai**—EveryAnswer supports both internal knowledge sharing and external engagement, serving customers, prospects, volunteers, students, and residents by providing an AI platform that lets organizations create custom AI Experts, including chatbots, in minutes.

**expert.ai—expert.ai**—With more than 30 years of experience and a proven track record in delivering successful AI implementations across diverse industries, expert.ai helps power digital transformation, integrating the best technologies on the market with proprietary AI solutions, including knowledge graphs, machine and deep learning techniques, large language models, and generative AI.

**Fisent Technologies, Inc.—fisent.com**—Fisent Technologies is revolutionizing how business is performed by enabling the utilization of GenAI models for the automation of common business processes creating a bridge between the enterprise application layer and the rapidly evolving ecosystem of both proprietary and publicly available GenAI models.

**Five9—five9.com**—The Five9 Intelligent CX Platform, powered by Five9 Genius AI, provides a comprehensive suite of solutions to power AI-elevated customer experiences that deliver better business outcomes and bring joy to CX.

**Foxit Software—foxit.com**—With one platform for all digital document needs, Foxit Software offers complete PDF solutions with robust editing, collaboration, and security tools combined with AI integration.

**Franz Inc.—franz.com**—Franz Inc. is an early innovator in AI and a leading supplier of semantic graph database technology with expert knowledge in developing and deploying knowledge graph and data fabric solutions, including AllegroGraph.

**Glean—glean.com**—Driven by the mission of expanding human potential to do extraordinary work, Glean's Work AI platform connects all data and enables enterprises to find, create, and automate anything.

**Google—google.com**—The multinational technology company dedicated to organizing the world's information and making it universally accessible and useful with a variety of products, including its widely used search engine, cloud computing services, and more.

**Graphwise—graphwise.ai**—Enabling organizations to unlock ROI for enterprise AI by delivering the most comprehensive and trusted industry solution in the field of knowledge graphs and semantic AI technologies, Graphwise ensures that enterprises can realize the technology's full potential, is trusted, and can be implemented at scale.

**Grazitti-SearchUnify—searchunify.com**—Elevates customer support and self-service outcomes with an enterprise agentic platform and suite of next-gen support applications, personalizing content discovery across multiple touchpoints.

**Grid Dynamics—griddynamics.com**—As a global digital engineering company, Grid Dynamics offers end-to-end solutions in digital commerce, AI, data, and cloud that help solve complex problems and optimize business operations.

**Guru—getguru.com**—Transforms disparate chats, apps, and docs into a connected web of knowledge, helping deliver smarter answers and insights.

**HubSpot—hubspot.com**—Offers a crafted, not cobbled, suite of products that create a frictionless customer experience by connecting data, teams, and customers with AI.

**IBM—ibm.com**—Brings together the necessary technology and services—from consulting to AI, edge computing, security, and more—to help its clients solve their most critical business problems.

**InMoment—inmoment.com**—InMoment is a customer experience software company that helps businesses in a noisy, complex world make sense of customer wants and needs through an integrated CX approach.

**Kentico—kentico.com**—Helps enterprises take control of their digital experiences and multi-channel content management with a single platform, Xperience, that reduces the complexity of marketing technologies.

**Khoros—khoros.com**—As a global leader revolutionizing CX with more than 20 years of experience, Khoros' platform for digital-first customer engagement offers AI and automation,

community, customer service, and content management capabilities.

**KMS Lighthouse—[kmslh.com](https://kmslh.com)**—KMS Lighthouse offers a rewarding KM experience for both customers and employees alike, illuminating a path to instant answers paved by natural language.

**Kodak Alaris—[www.kodakalaris.com](https://www.kodakalaris.com)**—As a global technology company delivering value to businesses and consumers all over the world, Kodak Alaris offers digital transformation solutions for intelligent document processing, data capture, and photo products.

**Kore.ai—[kore.ai](https://kore.ai)**—Delivering the AI offerings, agent platform, and no-code tools to get value from AI, Kore.ai accelerates AI journeys with speed, flexibility, and control at its core.

**Lucidworks—[lucidworks.com](https://lucidworks.com)**—Powers search and discovery experiences with AI, empowering buyers, users, and employees to quickly discover the precise content they seek.

**MangoApps—[mangoapps.com](https://mangoapps.com)**—MangoApps connects the entire workforce with an intelligent hub that puts knowledge, tools, and collaboration at their fingertips, from frontline to desktop and mobile.

**MC+A—[mclplusa.com](https://mclplusa.com)**—Provides strategic consulting and implementation services that help its clients derive value from their data through performance improvements, lower operational costs, and enabling personalized customer experiences.

**Messagepoint—[messagepoint.com](https://messagepoint.com)**—By harnessing AI-powered content intelligence, Messagepoint empowers organizations to deliver transformative customer experiences by making it faster and easier to increase personalization, relevancy, and compliance across all channels and experiences.

**metaphacts—[metaphacts.com](https://metaphacts.com)**—metaphacts aims to accelerate customers' knowledge graph journeys by driving knowledge democratization, ultimately improving data literacy and helping enterprises make smarter business decisions with data.

**M-Files—[m-files.com](https://m-files.com)**—Helps knowledge workers work smarter by automating a variety of processes, from document creation and management to workflow automation, external collaboration, enterprise search, and more.

**Microsoft—[www.microsoft.com](https://www.microsoft.com)**—Provides a wide range of products and solutions that advance human and organizational achievement, enabling digital transformation for the era of an intelligent cloud and an intelligent edge, whether in the cloud or on-prem.

**Mindbreeze—[inspire.mindbreeze.com](https://inspire.mindbreeze.com)**—Helps enterprises take their businesses to the next level by turning data into insights; leveraging AI to create intuitive, human-like interactions; rapid search; information capture; and more.

**NICE—[nice.com](https://nice.com)**—To help organizations deliver amazing CX, no matter the touchpoint, NICE offers an interaction-centric approach with unmatched CX capabilities and specialized AI purpose-built for CX to boost customer satisfaction and drive brand loyalty.

**Northern Light Group—[northernlight.com](https://northernlight.com)**—Providing KM platforms for competitive intelligence and market research since

1996, Northern Light's solutions—including SinglePoint, an AI-powered enterprise portal platform—serve complex, global organizations, without adding a heavy burden on IT.

**NVIDIA—[nvidia.com](https://nvidia.com)**—Having pioneered accelerated computing to tackle challenges no one else can solve, NVIDIA's work in AI and digital twins is transforming the world's largest industries and making an impact in society.

**Onymos—[onymos.com](https://onymos.com)**—Onymos increases the efficacy of app development by providing the same paradigm-shifting efficiencies as cloud data centers and Software-as-a-Service, helping automate processes and power IoT.

**Openstream—[openstream.ai](https://openstream.ai)**—Offering an array of AI services, from multimodal AI virtual agents to AI avatars, conversational AI solutions, and more, Openstream enables enterprises to adopt the latest AI approaches and tools with solutions finely tuned by AI experts.

**OpenText—[opentext.com](https://opentext.com)**—Through a complete and integrated information management platform, OpenText empowers customers to organize, integrate, and protect data and content as it flows through business processes inside and outside of the organization.

**Optimizely—[optimizely.com](https://optimizely.com)**—Powers the entire marketing life-cycle by enabling enterprise teams to rapidly create content, launch experiments with confidence, and deliver high-quality experiences.

**Oracle—[oracle.com](https://oracle.com)**—Helps people see data in new ways, discover insights, and unlock endless possibilities with its Oracle Cloud Infrastructure and Oracle Cloud Applications.

**Progress Software—[progress.com](https://progress.com)**—As the trusted provider of AI-powered infrastructure software, Progress products help enterprises develop, deploy, and manage responsible AI applications and experiences with agility and ease.

**Proofpoint—[proofpoint.com](https://proofpoint.com)**—The Proofpoint human-centric cybersecurity platform takes a comprehensive, adaptive, and effective approach to protect organizations' greatest assets and biggest risks.

**PureInsights—[pureinsights.com](https://pureinsights.com)**—Delivers AI-powered applications that combine large language models, vector search, traditional keyword search, and retrieval-augmented generation to expand the boundaries of information discovery.

**Qlik—[qlik.com](https://qlik.com)**—Converts complex data landscapes into actionable insights, driving strategic business outcomes through advanced, enterprise-grade AI/ML, data integration, and analytics.

**Qualtrics—[qualtrics.com](https://qualtrics.com)**—Qualtrics software provides the tools to ask the right questions, listen to what people need, and respond with the right actions, every time.

**Quark—[quark.com](https://quark.com)**—Automates the production of highly regulated or complex enterprise documentation; maximizes page layout efficiency and creativity; and aggregates, shares, and analyzes KM content from a single source of truth.

**Rocket Software—[rocketsoftware.com](https://rocketsoftware.com)**—Revolutionizes mainframe and cloud integration, allowing companies to

seamlessly bridge business-critical knowledge and data with AI-powered solutions that enhance productivity, improve decision making, and drive innovation.

**RWS—[rws.com](https://www.rws.com)**—Transforms content and facilitates multilingual data analysis through translation, localization, and AI-enabled technology, blended with human expertise.

**Salesforce—[salesforce.com](https://www.salesforce.com)**—Delivers customer relationship management software that breaks down the technology silos among departments.

**SearchBlox—[searchblox.com](https://www.searchblox.com)**—Provides enterprise search, sentiment analysis, and text analytics solutions that incorporate GenAI technologies.

**ServiceNow—[servicenow.com](https://www.servicenow.com)**—Brings AI, data, and workflows to every corner of an enterprise to provide an AI platform for business transformation, now with enhanced search capabilities.

**Shelf—[shelf.io](https://www.shelf.io)**—The next-generation KM platform for trusted GenAI answers that eliminate bad data in documents and unstructured data before they become bad GenAI answers.

**Simplr—[simplr.com](https://www.simplr.com)**—Provides an AI-powered employee intranet platform to forge employee connections, encourage better user experiences, and enable higher employee adoption rates.

**Smarsh—[smarsh.com](https://www.smarsh.com)**—Incorporates more than 100 different communication channels to enable organizations to capture, store, and monitor their communications while managing communications compliance.

**SoundHound—[soundhound.com](https://www.soundhound.com)**—Provides an independent voice AI platform to connect people to brands through customized conversational experiences.

**Square 9 Networks—[square-9.com](https://www.square-9.com)**—Offers predesigned, industry-proven applications that serve as the foundation for companies' digital transformation strategy, regardless of organizational size.

**Squirro—[squirro.com](https://www.squirro.com)**—A leading generative AI-enabled semantic search and insights cloud company for searching, analyzing, and interpreting unstructured data, Squirro transforms enterprise data into AI-driven insights and tailored recommendations.

**Stack Overflow—[stackoverflow.co](https://www.stackoverflow.com)**—Stack Overflow for Teams is an enterprise-grade knowledge-sharing platform that brings AI and knowledge communities together to surface trusted answers into developers' workflows.

**Strategy—[www.strategysoftware.com](https://www.strategysoftware.com)**—Strategy Software, previously MicroStrategy, offers powerful software solutions and expert services that empower every individual to act with actionable intelligence through AI-powered workflows, unlimited data sources, cloud-native technologies, and more.

**Sugarwork—[sugarwork.com](https://www.sugarwork.com)**—Empowers companies to ascertain and maintain their operational intellectual property through a knowledge sharing platform.

**SWIRL—[swirlaiconnect.com](https://www.swirlaiconnect.com)**—AI Search ends the data scavenger hunt, helping you find the data you need when you need it. SWIRL utilizes existing security protocols and is zero-ETL.

**ThoughtSpot—[thoughtspot.com](https://www.thoughtspot.com)**—Delivers a complete platform for the modern data stack and provides a familiar, consumer-grade search experience to create new insights on-demand.

**Totango—[totango.com](https://www.totango.com)**—An agile customer success software that helps companies design, run, measure, and scale their SaaS customer journey to retain and grow customers.

**Tungsten Automation—[tungstenautomation.com](https://www.tungstenautomation.com)**—Tungsten Automation, a leader in intelligent automation, IDP, and process orchestration, enhances and accelerates the creation of intelligent processes and AI agents to autonomously gather information, make decisions, and execute tasks.

**UiPath—[uipath.com](https://www.uipath.com)**—Believing the future of automation is agentic and robotic, the UiPath Platform enables AI agents, robots, people, and models to work together harmoniously to revolutionize industries and enhance human potential.

**Uniphore—[uniphore.com](https://www.uniphore.com)**—Offers Zero Data AI Cloud, an infrastructure-agnostic architecture that creates a seamless data fabric across any data platform, enterprise application, or cloud environment.

**Upland Software—[uplandsoftware.com/rightanswers](https://www.uplandsoftware.com/rightanswers)**—Upland RightAnswers combines powerful AI search, GenAI, and KM for the cost-effective future of customer service.

**USU—[usu.com](https://www.usu.com)**—Optimizes software and cloud costs, manages internal knowledge, and streamlines IT operations with AI-powered solutions.

**Verint—[verint.com](https://www.verint.com)**—Empowers brands with groundbreaking AI via its next-gen open platform that helps organizations increase CX automation to achieve their strategic objectives and realize significant ROI.

**Veritas—[veritas.com](https://www.veritas.com)**—As part of Cohesity, Veritas specializes in AI-powered data security to protect the world's data from cyberattacks.

**Yurts—[yurts.ai](https://www.yurts.ai)**—Delivers intelligent, secure, production-ready AI solutions designed to transform mission-critical workflows in defense, government, and enterprise environments.

**Zendesk—[zendesk.com](https://www.zendesk.com)**—At the forefront of revolutionizing customer experience (CX) with the power of AI, Zendesk provides a complete AI solution for CX.

**Zetaris—[zetaris.com](https://www.zetaris.com)**—Designed as the next-generation enterprise database and analytics platform to empower citizen data engineers and scientists by bringing to market the world's leading decentralized data analytics platform.

**ZoomInfo—[zoominfo.com](https://www.zoominfo.com)**—Helps businesses enhance their sales and marketing efforts by providing accurate and up-to-date information on companies, decision makers, and market trends, gleaned from the internet and other sources.

**Zoovu—[zoovu.com](https://www.zoovu.com)**—Provides an AI content discovery platform to help customers find what they want when shopping online via AI-powered personalized sales assistants. ■

### eGain



Anand  
Subramaniam,  
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#### GenAI for Customer Service: Pitfalls and Prescriptions for Success

Per McKinsey, GenAI can enhance customer engagement productivity by up to 45%! However, most early GenAI projects in customer service have failed to meet their goals in operational cost reduction and CX improvement. What are the pitfalls to avoid and best practices to adopt for success? Here are some that we have learned from our client deployments:

**Garbage-in-garbage-out:** Enterprises often have inconsistent knowledge and content in silos strewn across the organization with no common framework to verify and establish content credibility. When these silos are used to feed GenAI, it spits out inaccurate answers. The result? Plummeting user trust and adoption. The solution? Set up a centralized AI knowledge hub that unifies and orchestrates all the building blocks needed for modern KM while leveraging trusted content and knowhow as a foundation. Make sure to have human experts in the loop!

**“New hire” needs guidance:** Effective prompt management is essential for obtaining trusted answers from GenAI. Best-practice prompts should guide GenAI to generate responses that align with business needs. A robust prompt management service acts like a supervisor for a new hire, ensuring that GenAI receives clear, actionable instructions.

**Derail with no guard rails:** GenAI tools must operate within defined and auditable business constraints. This involves setting up controls to prevent inappropriate use of knowledge, such as excluding compliance-heavy content from GenAI processing. Without fine-grained controls, it is impossible for GenAI to deliver trusted answers at scale.

**The hallucination hazard:** GenAI can sometimes produce incorrect or irrelevant outputs, a phenomenon known as “hallucination.” Without configurable and reliable quality assurance pipelines to verify GenAI responses in real-time, maintaining accuracy and relevance has emerged as a common pitfall in early GenAI projects. Even a few wrong answers are one too many in customer service!

**Measure, manage, maximize:** Without the ability to track and analyze GenAI interactions, assess prompt effectiveness, and leverage explicit and inferred user feedback, GenAI projects fail to improve user experience fast enough and get labeled as another failed chatbot. Make sure that your KM platform has comprehensive analytics capabilities to optimize GenAI effectiveness and business value.

#### Conclusion

Successful customer service automation with GenAI requires a strong foundation of integrated knowledge management. Investing in a [modern knowledge hub](#) to power GenAI projects will help you meet aggressive operational cost reduction and CX goals.

## eGain

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### Enterprise Knowledge, LLC



Zach Wahl  
Founder and CEO

#### Leading Services to Bridge the Gap Between Your Knowledge, Information, Content, and Data—Delivering Knowledge Intelligence

The emergence of Generative AI has ushered in a transformative era for Knowledge Management, presenting both opportunities and challenges. While AI has unlocked new possibilities in knowledge capture, management, and delivery, it has also highlighted persistent issues that organizations must confront to

effectively leverage the potential of Enterprise AI.

Enterprise Knowledge (EK), the world’s largest dedicated KM firm, uniquely combines KM with Data, Content, Learning, IT, and other fields to deliver enterprise-level solutions and confront the challenges many organizations are facing in making AI real and reliably accurate. EK has been defining the overlapping fields of KM and AI for years, emphasizing KM’s critical role in the success of AI initiatives, but also highlighting how AI can facilitate KM transformations.

Today, EK is partnering with the world’s largest and most complex organizations to develop their semantic layer, integrating knowledge, content, and data to deliver customized, contextualized knowledge experiences directly at the point of need. We’re delivering more than an AI solution, we’re delivering Knowledge Intelligence (KI). These organizations require more than a “black box” AI demo. Their stakeholders and clients require reliability and trustworthiness from their information systems, and moreover must incorporate human intelligence into their solutions in a way that captures all of an organization’s knowledge assets, rather than leaving key elements like people, their experiences, and their expertise out of the equation. To that end, we discuss *Knowledge Intelligence*, rather than just AI.

Whether you’re starting with strategy development or ready to implement AI solutions, our expertise spans from tacit knowledge capture to the design and development of enterprise-level AI, ensuring your organization achieves its KI goals.

In addition to our suite of services and solutions, we maintain a commitment to the KM community. This includes hosting a publicly accessible knowledge base with 500+ articles on KM thought leadership, producing the top-rated KM podcast, Knowledge Cast, and publishing the definitive book on KM benchmarking and technologies, ‘Making Knowledge Management Clickable.’

We’re ready to partner with you on your KM transformation journey, whether you’re just starting out or looking to pick up the pace.



## ENTERPRISE KNOWLEDGE

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## KMS Lighthouse



Sagi Eliyahu  
CEO

### Enhancing Organizational Experiences: The Power of Knowledge Management Systems and LLMs - KMS Lighthouse

In recent years, we witnessed remarkable advancements in artificial intelligence, with ChatGPT standing out as the groundbreaking innovation. As we look ahead, the future holds even more exciting possibilities as technologies integrate and benefit from these new functionalities.

2025 will be a pivotal year, emphasizing the importance of combining knowledge management systems and large language models. It's crucial to understand what these two technologies offer and the benefits of a combined solution.

**Knowledge Management Systems** play a pivotal role in companies by providing a platform for the organizing, storing, retrieving, and sharing of information efficiently. Leading solutions include key functionalities, such as:

- ◆ **Structured Data Handling:** Efficiently managing structured data, ensuring easy retrieval and consumption.
- ◆ **Search and Retrieval:** Allowing users to swiftly find relevant information and access expertise.
- ◆ **Taxonomies and Metadata:** Categorizing and organizing content using taxonomies and metadata.
- ◆ **Version Control:** Proper management of document versions and history.
- ◆ **Governance:** Implementing workflow processes and rules to ensure content accuracy, review, and approval.

**Large Language Models** powered by neural networks, are trained on vast amounts of text data and have revolutionized natural language processing. These models, with billions of parameters, capture intricate language patterns. As LLMs grow larger, they exhibit surprising abilities such as zero-shot learning, few-shot learning, code generation, and chain-of-thought reasoning.

Following numerous pilots leveraging LLMs directly to retrieve knowledge, it has become evident that a substantial layer is needed to manage enterprise knowledge and prepare it for LLMs. This layer improves accuracy and reduces error rates, positioning KMS Lighthouse as a significant player in addressing these needs.

**Looking forward to 2025 and beyond, the synergy between KMS and LLMs will drive significant advancements in organizational experiences. By leveraging the strengths of both technologies, organizations can expect enhanced efficiency, better decision-making, and more innovative solutions to complex problems.**



**KMS Lighthouse**

The Way to Know

KMS Lighthouse

Web: <https://kmslh.com>

## MangoApps



Anup Kejriwal  
Founder & CEO

### MangoApps: Bridging the Workplace Information Divide

Digital transformation has paradoxically widened gaps in the workforce. Desk workers are overwhelmed with apps and systems, making it difficult to find what they need when they need it. Meanwhile, frontline workers often lack access to any digital tools, leaving them disconnected from critical information. This divide leaves organizations struggling to keep employees aligned, engaged, and productive.

#### A Single Source of Truth

MangoApps was founded 15 years ago to help companies unify and centralize knowledge, tools, and communication. Employees waste valuable time searching for documents and navigating disjointed systems, leading to frustration and inefficiency. MangoApps provides a single source of truth, powered by AI, to ensure every worker can instantly access what they need, regardless of role or location.

#### A Modern Digital Hub

MangoApps serves as the central digital AI Hub, integrating internal communications, knowledge management, collaboration tools, and frontline enablement. Employees get critical updates, knowledge libraries, training, tools, and more through consistent desktop and mobile apps. For companies bridging corporate and frontline teams, MangoApps offers mobile-friendly solutions for scheduling, task management, and peer collaboration that seamlessly integrates with existing enterprise applications so every employee has the tools they need in one place.

#### AI-Powered Workplace Efficiency

With centralized resources and knowledge, employees can leverage AI for instant, contextual answers. Instead of searching databases or relying on colleagues, they'll solve challenges in seconds as AI-driven search and automation capabilities help employees move from retrieving information to taking action.

#### Security, Scalability, and Growth

Businesses can future-proof their employee experience with MangoApps' scalable, AI-driven solutions. MangoApps prioritizes data security with industry-leading certifications like HITRUST, ISO-27001, and SOC-2, Type-II. Seamless IT integration allows enterprises to scale to thousands of employees efficiently while maintaining a secure digital environment.

#### Fortune 500 Customers & Industry Recognition

Leading enterprises like AutoZone, Alorica, PetSmart, Andersen Windows & Doors, Nicklaus Children's, YMCA, and more trust MangoApps to eliminate silos, drive engagement, and empower employees with the knowledge they need. As a leader in digital workplace technology, MangoApps has been recognized by analysts and publications—including KMWorld 100—for its unrivaled ability to unify and enhance the employee experience. Discover how MangoApps can transform your workplace at [www.mangoapps.com](http://www.mangoapps.com).



**MangoApps**

Mangoapps

Web: [www.mangoapps.com](http://www.mangoapps.com)

## RWS



Thomas Labarthe,  
President of Content  
Technology, RWS

We're witnessing a fundamental shift in how organizations manage and leverage their organizational data. While the buzz around AI dominates headlines, I see something even more transformative on the horizon: the convergence of structured content and artificial intelligence that will reshape how enterprises handle their most valuable asset—their knowledge.

At RWS, we recognized early on that experimenting with AI wasn't enough.

Businesses needed practical, reliable solutions that could deliver real value. That's why we've focused on bringing genuine innovation to market, developing semantic knowledge portals and trustworthy chat capabilities that are already transforming how our customers work with their content.

The secret to this transformation? Structured content. Think of it as the foundation of a house—without it, even the most advanced AI applications are built on shifting sand. This insight has guided our development of Tridion Docs, now recognized as the #1 Component Content Management System by independent analysts. We're enabling organizations to create, manage, and deliver sophisticated content experiences that work seamlessly across channels and languages.

Our customers are already realizing the transformative power of this approach. One global tech giant isn't just adapting to the future of content management—they're defining it. With a publishing operation that delivers 20-30 publications every hour, 24/7, they've automated 80% of translations and publishing, cut content creation costs in half, and achieved 90% automation in content syndication. Their AI-driven content strategy offers a glimpse into what will become the new gold standard for content operations in global enterprises.

Looking ahead to 2025 and beyond, I see structured content becoming the cornerstone of enterprise AI strategy. We're moving into an era where AI-driven content operations will be the norm, not the exception. Organizations will shift from basic automation to intelligent content orchestration, where AI systems don't just process content but understand and adapt it in real-time across multiple channels and markets. The winners in this new landscape will be those who master the integration of structured content with AI—enabling everything from predictive content creation to autonomous localization flows. This isn't just about efficiency; it's about creating dynamic, intelligent content ecosystems that respond and evolve with business needs.

At RWS, we're proud to be writing this new chapter in knowledge management, helping organizations transform their content into a strategic asset that drives real business success.



RWS  
Web: [www.rws.com](http://www.rws.com)

## Upland Software



Sean Coleman  
SVP & GM,  
Knowledge &  
Call Center  
Productivity

### AI-Powered Contact Center Excellence

Businesses today are expected to move at lightning speed, but is your contact center armed with the latest tools and technology to deliver answers to customers at rapid speed? Without an effective AI knowledge management system, information is often scattered across the organization, it can be nearly impossible for agents to find the answers they need. Plus, if it isn't updated regularly, information can often be outdated or inaccurate, leading to extended resolution times, frustrating customers who are tired of waiting.

Upland Knowledge offers two AI-powered knowledge management solutions, RightAnswers and Panviva, that are designed to empower organizations across diverse industries. Leveraging generative answers and AI-powered search, we help overcome these challenges by centralizing information, ensuring its accuracy, and making it readily accessible to agents. This translates directly into faster resolution times, improved first-call resolution rates, and increased customer satisfaction.

Upland RightAnswers is the leading KCS v6 verified knowledge management platform designed for complex enterprises needing scalable, AI-powered support solutions. With 23 years of expertise, flexible AI options including BYO AI, RightAnswers transforms how organizations handle technical support. The platform seamlessly integrates across entire tech stacks, enabling L1 agents to handle L2/L3 issues while empowering customer self-service. Organizations can dramatically reduce resolution times, scale operations without adding headcount, and maintain perfect accuracy across exploding product portfolios. RightAnswers turns technical complexity into competitive advantage through intelligent knowledge creation, curation, and delivery.

Upland Panviva transforms knowledge management for complex, highly regulated windustries. We go beyond simple Q&As, using AI to enhance both agent and customer interactions. Our generative AI curation, vetted by your experts, delivers real-time recommendations precisely when they're most valuable. Ideal for large contact centers in sectors like healthcare, health insurance, banking, utilities, and BPOs, Panviva offers adaptable solutions that fit your evolution. Whether you're starting with compliance-driven manual knowledge management or ready for fully integrated, AI-powered guidance across your contact center ecosystem, Panviva scales with your needs.

Ready to transform your knowledge management and empower your team to deliver exceptional customer experiences? [Visit our website](#) to explore how Upland Knowledge can revolutionize your support operations.



Upland Software  
Web: <https://uplandsoftware.com/knowledge-management/>

### Access Corp



Mike Discenzo  
Senior Director of  
Product Marketing

#### Digitization Strategy: 5 Tips for Planning & Executing a Successful Initiative With Access

When it comes to digitization, many organizations aren't sure where to start, so they turn to experts for guidance and secure bespoke services. Their approach will depend on the business' individual goals, but following are 5 high-level tips that can help companies get started on the right path:

- 1. Identify the timeline for completion, budget, & work scope** Work with stakeholders to identify which documents to digitize, who currently uses the information and how it will be accessed. Then build a proposed schedule and budget—ideal for securing organizational buy-in.
- 2. Determine which parts of the process you'll outsource** A trusted information management partner can ease challenges, such as using proper indexing and metadata, maintaining compliance, and adhering to regulatory requirements.
- 3. Clarify scanning requirements; don't overlook document preparation** Once you've determined your needs, evaluate if new equipment/resources are needed to reach project goals. If so, you may choose to hire an outside vendor like Access instead of investing in specialty equipment, additional staff/training, or dedicated space.
- 4. Consider document search & retrieval requirements** Identify who will access the documents, which ones they'll search for and how, and what keywords will help find them. Metadata and indexing are critical for success.
- 5. Create document disposition plans (including digital)** Once physical records have been digitized, decide whether to store or securely destroy them according to regulatory/compliance requirements.

Access works across the information lifecycle to securely scan/digitize, index, store, and dispose of documents. If your organization is ready to begin a digital project, contact Access today!

**Access**

Access Corp

Web: [www.accesscorp.com](http://www.accesscorp.com)

### Access Innovations, Inc.



Heather Kotula  
President & CEO

#### We feed LLMs and make them better

You've worked with AI systems and had mixed results. Everyone has, the results aren't always good. Why? Readiness and the quality of your data. I won't invoke the "garbage in, garbage out" adage, but there is a way you can supercharge an LLM and get far superior results, and it's fast.

You probably don't believe me, so please allow Access Innovations to prove it. Contact us to schedule a call and talk about our Knowledge Domains – pre-built libraries to automatically append subject metadata (or indexing terms, subject terms, taxonomy terms, labels, or choose your synonym) to your data. We have more than 70 Knowledge Domains that cover verticals from Astronomy to Nursing, from Clinical Drugs to Linguistics, and Art to Physical Sciences. These Knowledge Domains are ready to deploy on your data now, and you could be seeing results tomorrow. The proof: show us how accurate your system is now, deploy one or more Knowledge Domains at an introductory price of \$.25 per vocabulary term\* in the Knowledge Domain(s), and then show us how accurate the system becomes. If we can't get an overall accuracy of 80% or better, we'll refund your money.

\*Minimum of \$1,000 per Knowledge Domain, limited time offer. The number of terms in each Knowledge Domain varies widely, please visit our website at <https://www.accessinn.com/knowledge-domains/> for term counts. Offer valid until May 30, 2025. Other terms and conditions may apply.



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### Bloomfire



Dan Stradtman  
Chief Marketing  
Officer

#### Enterprise Intelligence: Turn Knowledge from Cost Center to Profit Driver

If your organization is like many I've worked with, 70% of your company's data is not actively creating value for the enterprise. Think about that wasted opportunity.

Here's the reality of the "knowledge" balance sheet: Employees waste over three and a half hours daily searching for information. Multiply that by your headcount and fully-loaded labor costs, and add the opportunity cost of delayed decisions. Factor in the \$12.9 million that poor data quality costs companies annually. Now consider that 60% of your corporate data sits in the dark, neither generating returns nor properly managed. That's not a technology problem—it's a P&L problem.

I've seen this from both sides—first as a Fortune 500 insights leader watching value evaporate through fragmented information, now as Bloomfire's CMO helping companies transform knowledge from cost center to profit driver. The pattern is clear: Traditional knowledge management focuses on storage and retrieval. But in 2025, you need enterprise intelligence—dynamic, AI-powered knowledge orchestration that connects critical insights across your entire organization in real-time.

When it comes to current tech investments, are they just expensive filing cabinets, or do they drive measurable business outcomes? Because here's what the market is proving: Progressive company leaders who work to transform scattered information into enterprise intelligence aren't just cutting costs—they're creating new revenue streams, accelerating decision cycles, and watching their efficiency metrics soar.

Bloomfire helps our customers uncover actual knowledge costs. How? Start by calculating the hours your teams spend recreating existing work. Then call me. I'll show you how Bloomfire transforms knowledge from liability to asset. In today's market, unstructured data either builds or destroys value. There's no middle ground.

Every day you wait is another day your competitors get smarter. Which side of the P&L do you want your knowledge on?

Bloomfire

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## Mindbreeze



Daniel Fallmann  
CEO

Here at Mindbreeze, we know a workplace is more than just a physical space—it's a vibrant ecosystem where knowledge, collaboration, and innovation overlap. Our desire for innovation is constantly transforming how organizations harness and apply knowledge by seamlessly integrating information and expertise day after day.

By breaking down traditional information silos and offering a unified, intuitive platform where employees can access, share, and leverage critical knowledge effortlessly, we empower users with insights tailored to their specific roles and tasks. This ensures that the right information reaches the right people at the right time.

The feather in our cap? Well that's the ability to transform complex data into actionable intelligence. Whether you're a project manager coordinating cross-functional teams, an analyst navigating vast datasets, or a customer service representative seeking immediate solutions, Insight Workplace provides key touchpoints and journeys for your team to have relevant information in their lap, enhancing decision-making and productivity.

For teams looking to gain a competitive edge, Insight Workplace delivers incredible business value. From accelerating knowledge discovery, reducing redundant work, and enhancing collaboration, organizations can drive efficiency and innovation across all departments. Decision-makers benefit from faster, data-driven insights, improving strategic planning and operational effectiveness. Investing in Mindbreeze means empowering your workforce with the tools they need to work smarter, adapt faster, and stay ahead in today's business world.



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## Northern Light In KM, Content is King



C. David Seuss  
CEO  
Northern Light

Any knowledge management system worthy of the name is, at its core, a "content factory".

A "content factory" is a system that automatically ingests and then consistently tags and indexes documents from authorized internal and external sources into a single integrated, readily searchable content database. The factory operates continuously, adding content from all authorized sources on a regularly scheduled basis.

Operating a content factory entails a complex series of tasks:

1. Aggregating the content by a variety of means from all authorized internal and external content suppliers.
2. QA the content delivery to ensure what's supposed to be delivered by outside vendors is in fact properly delivered.
3. Filtering the content to capture and normalize metadata.
4. Indexing the content so all content from external vendors is indexed and classified to a single consistent standard with metadata consistently applied.
5. Tagging the content with use-case-specific taxonomies to support navigation and visualization of the content.
6. Applying Natural Language Processing (NLP) to the content to support machine learning applications such as recommendation engines.
7. Storing or discarding the content from third-party publishers to remain in compliance with vendor agreements.
8. Operating the search application optimized for discovering and mining the types of content contained in the KM system.
9. Authenticating the end users for content access to ensure compliance with licenses and internal restrictions.
10. Staging the content for rapid delivery to GenAI RAG applications increasingly common to KM systems.

Make sure your knowledge management system fulfills all these requirements for effective content processing so that users (and your organization) reap maximum benefits from your KM investment.



Northern Light

Northern Light  
Web: <https://northernlight.com>

## Quark Software, Inc.



Martin Owen  
CEO

### Is Your Enterprise Content Strategy Taking Advantage of the AI Opportunity?

To thrive in today's digital era, organizations recognize the need to leverage AI and are identifying use cases where AI can expedite goal attainment. Enterprise content is a key area where AI adds embedded value, as the quality of delivered content greatly influences market impact and customer relationships. Incorporating AI empowers businesses to create and publish personalized content, enhance team collaboration, streamline review cycles, and gain content consumption insights.

Knowledge is power. Infusing AI into the enterprise content ecosystem gives your organization the power to search, find, discover, reuse, repurpose and rebirth content—including unstructured content—in ways like never or simpler before. It automates content processes that drive productivity, safeguard content compliance and accelerate results with impactful content that engages your audience.

For over 40 years, Quark has evaluated market needs and customer demand for effective content lifecycle management, investing heavily in AI to help enterprises align content strategies with business goals. Our enterprise content automation platform, Quark Publishing Platform (QPP) NextGen, leverages AI to streamline processes, foster collaboration, and ensure content meets customers' needs and digital preferences. It includes Out-of-the-Box (OOTB) AI capabilities, powered by Microsoft Azure's OpenAI, so content teams without their own services can access and benefit from AI for the first time. This is in addition to Quark's current Bring Your Own AI (BYOAI) capability which supports enterprises more mature in their AI strategy and prefer to connect their own AI applications and services.

It's time to harness AI for enterprise content strategy success.



Quark Software, Inc.  
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