

The case for investing in an
Internal Knowledge Base

Current state of our knowledge management

- Knowledge is spread out across multiple tools: GDrive, Slack, Word, and people
- The team doesn't bother searching for answers before asking in person or on chat
- Teams don't have access to knowledge trapped in different sources
- If a knowledge holder moves on they take their know-how with them
- Can't track updates to documents/articles easily

Problems we are trying to solve

- Reduce single point of failure for highly knowledgeable individuals
- Save time by leveraging past solutions
- Train new hires faster and reduce time to ramp up
- Improve employee retention and engagement

How is an internal knowledge base different?

An IKB is different than our existing tools for a few reasons:

- One single source of truth for documentation
- Contextual search accessible in our chat channels and DMs
- Notifications to make sure people are seeing what is being shared
- Ability to easily track changes to knowledge over time
- Workflows to capture questions and assign specific people to answer them
- Tools to keep knowledge organized and updated

ROI: Calculating the savings of an IKB

- According to research by [McKinsey](#):
 - The average knowledge worker spends **20% of their time searching** for internal information or tracking down colleagues to help with specific tasks
 - A searchable record of knowledge can **reduce the time by up to 35%** people spend looking for company information
- Assuming our team works 8 hours per day, then each person **spends 1.6 hours** looking for information each day:
 - That's an entire day per person each week
- For example: 25 people spend 9,600 hours/year searching for information:
 - Assuming the average person's salary is \$30/hour, that's \$288,000/year wasted!
 - Reducing the time spent searching by 35% saves us \$100,800 per year

ROI: Continued

- Organizations with a strong onboarding process improve new hire retention by 82% [[source](#)]
 - *Benefit:* We can retain our team members longer and make their onboarding experience better
- Organizations with a standard onboarding process experience 50% greater new-hire productivity [[source](#)]
 - *Benefit:* Faster ramp up time means we can hire less people

Baseline software needs

- **Global solution:** Anyone in the organization can log in (via SSO)
- **Cloud deployment:** We need a solution ASAP that is fast and cheap to deploy without engineering/IT resources
- **Interface:** Needs to be simple, web-based, user-friendly, and easy to learn for new users/admins
- **Connected:** Should work with our other tools to import existing information and manage permissions
- **Admin:** Ability to configure user roles
- **Reporting:** What articles are being read, by who, and how often
- **Search:** Contextual, reliable search
- **Notifications:** Slack and email notifications to make sure people read what is written

Recommendation for software

- Recommended software: [Tetra](#)
- Reasons:
 - Modern interface that we can configure without additional development resources
 - Stands alone as a web-based app, but integrates with chat
 - Price is affordable and fair
- Price: [[calculate pricing](#)]
 - Monthly contract we can cancel anytime, or we can pay annually for a discount
 - Cost vs. ROI: +\$