



TKCI provides professional services to organizations assessing and implementing knowledge management strategies and technology solutions. A structured methodology and quality assurance environment support all client engagements staffed by senior consultants and project managers with Fortune 100 experience. Our service portfolio is outlined below.

Assessment Services

- Knowledge Audit
- KM Vision & Blue Print
- KM Maturity Model (KMmm ®)
- Knowledge Mapping
- Knowledge Continuity Program
- KM and Business Strategy Alignment
- KM Solution Assessment & Alignment
- KM Vendor & Product RFP & Selection Process
- Web 2.0 Assessment & Strategy
- MOSS 2007 Assessment & Strategy
- Data & Information Integration

Innovation Services

- Market and Product Research
- Best Practice Development Workshop
- Idea Brainstorming Sessions
- New Product / Service Feasibility Studies
- Lessons Learned Debriefing
- Knowledge & Learning Games

Design Services

- KM Strategy & Policies
- KM and ECM Solution Design
- KM Knowledge Organization Infrastructure
- Knowledge Base Taxonomy
- KM Metrics and Performance Framework
- Communities of Practice (COP) Structure
- Service & Help Desk Infrastructure
- Business Processes: Knowledge & Decision Points

Training Services

- KM Awareness 101 – Undergraduate
- KM Advanced – Graduate
- KM Executive Workshop
- Knowledge Collaboration
- Knowledge Transfer
- Knowledge Article Authoring
- Customized Course Development
- Customized Course Delivery

Documentation Services

- Solution Design & Development Documentation
- Solution User & Technical Documentation
- Solution and Process Job Aids
- Knowledge Article Authoring

Implementation Services

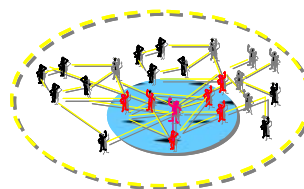
- Project Planning
- Project Management
- Solution Implementation & Integration
- Risk Management
- Pilot Development
- Testing and Acceptance
- Quality Assurance
- Change Management
- Vendor Management
- Help Desk Support Structure

Knowledge Techniques Tutorials

- After-Action Reviews
- Baton Passing
- Design of Space
- Knowledge Audit
- Knowledge Mapping
- Mind Mapping
- Social Network Analysis
- Storytelling
- Speed Dating

Services for KM Solution Vendors

- Pre-sales Support – Vendor Customers & Prospects
- KM Business Consulting – Extra Hands
- Project Management
- E-Learning Course Development
- E-Learning Course Instruction
- KM Implementation & Integration
- Market & Product Research
- Sales & Marketing Collateral Design
- White Paper Authoring
- KM Executive Workshops



For each client engagement, TKCI employs a customized set of proven practices built upon our rich experience in delivering business value to clients and presented in the **TKCI KnowledgeCompass**® Methodology. Our methodology makes use of industry best practices-based methods, standards, tools, and techniques that provide a conventional business and technical foundation for client projects, while encouraging the facilitation of creative and innovative answers and solutions.



TKCI KnowledgeCompass® Methodology – Summary View

Our Approach

Since 1998, executives have selected TKCI to facilitate beneficial change within their organizations - to find creative new ways to service their customers ... dynamic new approaches to access information and create knowledge ... and strategic new methods to manage mission-critical corporate resources.

Our approach is a combination of art and science. We utilize an array of research methods and tools to develop a thorough understanding of a client's business environment, unique competencies, core processes and technology infrastructure. Our approach is collaborative, always respectful of our client's insight and experience. We consider the involvement of our clients' employees as a prerequisite for durable improvements. We also bring an analytical rigor and depth of experience to engagements that produce tangible results.

When working with clients, we proceed through three key stages:

1. **Identify** the opportunities for improvements in discussion with key stakeholders.
2. **Quantify** the identified opportunities to reveal the extent of the benefits obtainable.
3. **Undertake** a development and implementation effort to realize the identified benefits.

TKCI creates innovative and insightful projects that allow us to advise, guide, inspire and prioritize client strategies and initiatives.

We continually strive to achieve the most effective balance between client capabilities and their vision and goals. TKCI looks to the horizon and beyond. We modify strategy on stakeholder feedback, changing market conditions and stretching organizational goals.

When we complete our engagement, we leave behind not only successful ideas, but also a new level of understanding, a more robust and agile organization, and an expanded capacity for learning, changing and growing. We treat our mandates in a holistic way, building a bridge between strategy and implementation.

Value Proposition

TKCI has a proven record in helping clients overcome challenges to improve their business performance. We think strategically, act pragmatically and deliver results. In each case, the goal is to create sustainable performance improvement. In every client situation, we bring to bear three key crucial ingredients for success – **Understanding, Experience, and Commitment.**

Our Professional Team

Our associates are professionals with a wide array of skills, experience and credentials. They and their ideas is our core asset, are international in outlook and profile, and thrive in an environment where new challenges are the norm.