

Make Your Employees Experts Faster

ProcedureFlow is cloud-based knowledge management software that offers a unique and innovative way to capture and manage your information - in a way that makes your employees experts faster.

Traditional Knowledge Base vs ProcedureFlow

Lengthy word documents.

Makes information difficult and time consuming to absorb when helping customers.

Small, simple steps.

Bite-sized pieces of information that are quick and easy for anyone to follow.

Text is not visually logical.

You are forced to read text heavy information and create a mental map of how the steps, exceptions and if/else statements fit together.

Flowcharts are visually logical.

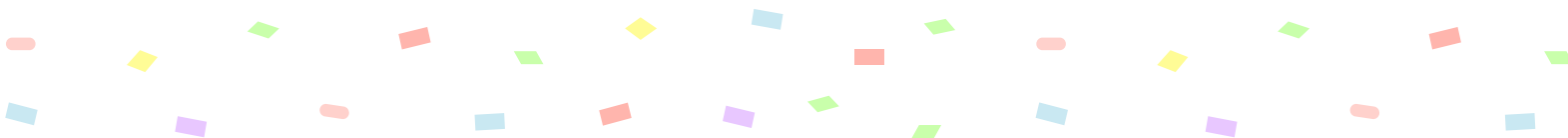
Employees always know where they are in a process and where to go next.

Duplicate information.

Multiple documents and editors drive the creation of duplicate information, creating confusion and mistrust with employees.

One source of truth.

The ability to re-use "sub-flows" makes duplication impossible. Owners can approve or merge edits to processes without duplication.



Traditional Knowledge Base vs ProcedureFlow

Search doesn't work like Google.

Enterprise search engines use text-match only for search results meaning that employees:

- Receive many options and versions of the same or similar documents.
- Are left to decide which documents are relevant and how to handle exceptions.
- Are required to read large amounts of Text information.

No searching required.

Information represented visually guides employees through every step of a process with no need to search for information, and employees:

- Get the information they need at the exact moment they need it.
- Can easily follow and understand a Process, even if they are new.
- Navigate exceptions with ease.

Too many articles, not enough owners.

Multiple process owners must maintain thousands of articles and valuable user feedback from the front line is often ignored or put on a list. The publishing system is complicated, the drafting rights are guarded and change suggestions are hard to read and understand.

Enables process crowd sourcing.

A unique drafting capability allows all employees to contribute meaningful changes for approval. This has a dramatic impact on improving quality and accuracy of the information being used by all employees. This also creates engagement with employees at all levels.

ProcedureFlow

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