

**Product Datasheet**

# AskMe is Social Business Software with substance

AskMe layers business-ready social media tools on top of a solid foundation of knowledge and business process management to build an organization’s most strategic asset—knowledge capital.

Harness your knowledge capital and innovate faster, reduce costs and improve customer satisfaction.



## What AskMe does

AskMe quickly connects people with questions to content and people with answers, helping organizations leverage their most strategic asset—knowledge capital.

AskMe delivers business-ready social media tools on top of a knowledge management and business process management foundation. This unique and powerful combination enables organizations of any size to create and share their knowledge capital—leading to faster innovation, reduced costs, and improved customer service.

## The challenges AskMe solves

- 1. Expertise identification** – AskMe finds the right experts through advanced search and unique auto-profiling capabilities.
- 2. Knowledge erosion** – AskMe transforms ad hoc interactions into structured assets to minimize the effects of ‘brain drain’.
- 3. Employee disconnect** – AskMe’s powerful engagement tools and community-based structure keep people connected across organizational and geographic boundaries.



**How AskMe creates knowledge capital**  
AskMe increases knowledge capital organically through a continuous engagement cycle.

<b>Connect</b> AskMe connects people to people, and people to useful content.	<b>Create</b> AskMe turns ad hoc dialog into assets that anyone can use.
<b>Collaborate</b> AskMe makes it easy for people to engage with each other.	<b>Communicate</b> AskMe gathers feedback and proactively shares new knowledge.

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### Connect

**Enhanced Expert Discovery:** More powerful than keyword searching, AskMe helps users get to answers faster by matching experts and/or existing social publications with specific requests for information.

**Advanced User Profile Management:** To connect people and drive engagement around business challenges, AskMe provides:

- System generated user profiles to insure all potential people and their expertise are evaluated when responding to requests.
- Customizable user profiles to enhance AskMe's ability to match an information request with the right expert(s).
- System defined expertise categories with pull down sub-expertise options.

**TacitAGENT™ (Auto GENERATED Tagging):** An optional add-on module that continually scans and analyzes email and document content to automatically generate tags. AskMe expert location functionality is enhanced by using these tags to provide users with suggested domain and topic expertise that can be added to their profile as searchable keywords.

### Collaborate

**Community Discussion Boards:** AskMe provides a virtual workspace for community members to engage in discussion around specific requests for information and business challenges.

**Conversation Summary:** Allows community members to see the full conversation thread so they can understand the genesis of a request for information and join in the conversation at any point.

**User Preferences:** Provides users with full control over community memberships, news feed subscriptions, communication preferences and frequency.

### Create

**Social Publishing:** With the aid of both standard and customizable forms, collaborative outputs can be captured through the following social publishing options:

- FAQ's
- Best Practices
- Announcements
- Documents
- Blogs
- Q&A

### Communicate

**Social Feedback & Ratings:** Provides continuous knowledge capital refinement through tools that provide feedback, rate the value, and mark obsolete specific responses and published content.

**Rules Engine:** Tools to sync AskMe functionality with business requirements to insure:

- Rapid routing of information requests to the right expert(s) and communities.
- Escalation of unanswered requests to insure nothing "slips through the cracks."
- Review and approval of Best Practices prior to publication.

**Robust Reporting:** Provides system-level analytics and usage metrics.

### How to Buy

AskMe can be purchased as an affordable subscription service with quarterly and annual payment plans and flexible deployment options that include:

- **Public Cloud** - AskMe as a SaaS (software-as-a-service) solution via Hivemine's public Cloud provider partner Skytap. This is an ideal option for mid-sized companies, business units within large organizations, and enterprises wanting to start small and scale their AskMe deployment as their user base grows.
- **Private Cloud** - AskMe deployed as a multi-tenant SaaS solution within an enterprise's private Cloud for IT organizations wanting to offer AskMe as an internal service.
- **Network Appliance** - AskMe deployed on a Hivemine-provided physical or virtual appliance behind a firewall.
- **Customer Owned Equipment** - AskMe deployed on a physical or virtual server provided by the customer per Hivemine's specifications.

Contact us for pricing and more information.

### About Hivemine

Hivemine provides social business software products, including AskMe, an award-winning solution that delivers business-ready social media tools on top of a knowledge management and business process management foundation.

AskMe tackles business challenges such as expertise identification, employee disconnect and knowledge erosion to help organizations create and leverage knowledge capital—a strategic asset that can speed innovation, reduce costs, and improve customer service.

### Enterprise-Proven, Small Business Ready

For over ten years, AskMe has helped Fortune 500 companies build their knowledge capital in complex enterprise environments. From sophisticated workflow features to deep integration capabilities including Microsoft® SharePoint®, Microsoft Exchange®, and enterprise search, AskMe is proven in the enterprise and ready for deployment in any size of organization.



### Contact

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