



Bulgarian Software House

"Knowledge management is extremely important for achieving a unified strategy for the company.

To build a truly effective knowledge management platform, it is important to establish a partnership with an external company, in our case this is BSH Ltd., which has experience with the technology and the business processes, and to trust its expertise. Believe me, the results will be better than expected".



Margarita Tsekova, Manager
Strategic and Marketing Projects
A1

Microsoft
Partner

Silver Application Integration
Silver Application Development
Silver Collaboration and Content
Silver Datacenter
Silver Cloud Productivity

**Trust a Silver
Collaboration and Content
Microsoft partner with
more than 10 years
experience in building
and supporting
Knowledge Management
platforms**

BSH Ltd.

1 Mladen Pavlov Str., 4th
Floor
1124 Sofia
Bulgaria
<https://www.bsh.bg/>

+359 889 895 559
+359 88 618 01 18



Knowledge Hub: scalable and secure Knowledge Management platform

< Based on SharePoint

< Secure integration with your
internal IT systems - CRM, Billing
and ERP

< Advanced Search based on
predefined criteria

< Personalized homepage for every
team or department



How do we know that the time has come to think about a knowledge management system?

We know that without a unified information system we can't broadcast consistent and consolidated messages for our customers and partners. This is especially true for large organizations.

When we notice that our organization lacks quick access to up-to-date information and email communication begins to be "overexploited" ...

... and when we know that the management of the organization finds it difficult to communicate organizational changes in real time ...

... we can safely conclude that the time is right to consider implementing a knowledge management platform.



A 4-step plan on how to plan and implement a Knowledge Management system

1. I would advise companies to start with building a strategy and an overall vision for the transformation of the organization towards active management of (digital) knowledge. Add "knowledge sharing" to your list of core values and communicate it with the entire organization.
2. Develop a holistic approach and plan for implementing this strategy. Take the time to design your knowledge management processes, along with support systems, roles, tools, and metrics (KPIs).
3. Start implementing the developed plan by applying its various components - roles, people, processes and supporting technologies. If possible, identify milestones and quick-wins and communicate them with all stakeholders.
4. Try working "Agile". Do not wait too long to deliver the first versions of processes and tools. Define and deliver the MVP (Minimum Viable Product) as early as possible, gather feedback and continue with Continual Improvement.

Bojil Bojilov, CTO, BSH Ltd.

"I have worked with BSH Ltd., both in the role of customer and partner, while being part of three different companies, and it has always been a pleasure!"



Kiril Izov, Services Leader Central and Eastern Europe, SoftwareOne

BSH Ltd.
1 Mladen Pavlov Str., 4th Floor
1124 Sofia
Bulgaria
<https://www.bsh.bg/>

+359 889 895 559
+359 88 618 01 18



Bulgarian Software House