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Knowledge management systems for KIBS SMEs

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What is a knowledge management system?



Source: Photo by [Scott Graham](#) on [Unsplash](#)

„A knowledge management system is any kind of IT system that stores and retrieves knowledge to improve understanding, collaboration, and process alignment. Knowledge management systems can exist within organizations or teams, but they can also be used to center your knowledge base for your users or customers.”

Source:
<https://www.hubspot.com/knowledge-management-systems>



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Types of knowledge management systems

- FAQ content
- Forum or community feature
- How-to articles and tutorials
- Education, academies, and training programs
- Certificates
- Case studies
- Webinars

Source: <https://www.hubspot.com/knowledge-management-systems>



There are different types of knowledge management systems, such as:

1. FAQ content
2. Forum or community feature
3. How-to articles and tutorials
4. Education, academies, and training programs
5. Certificates
6. Case studies
7. Webinars

Another classification is:

- 1) Enterprise-wide Knowledge Management System
- 2) Knowledge Work System
- 3) Intelligent Techniques

More information about it with the examples can be found at:

<https://www.monocubed.com/blog/types-of-knowledge-management-systems/>

Examples of knowledge management systems

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Source: <https://document360.com/>

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Source: <https://clickup.com/>



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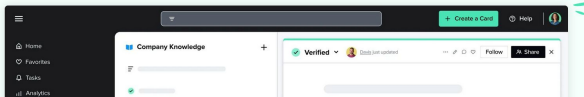
Examples of knowledge management systems

Your company's single source of truth

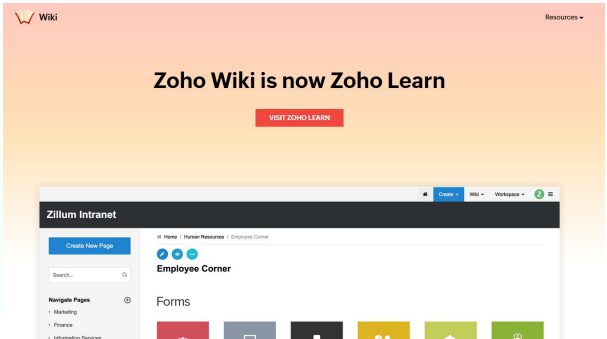


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Source: <https://www.getguru.com/>



Source: <https://www.getguru.com/>



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References and find out more!

- **Knowledge Management Systems: The Ultimate Guide:**
<https://www.hubspot.com/knowledge-management-systems>
- <https://www.freshworks.com/freshdesk/knowledge-management-system/>
- Sample knowledge management systems:
 - <https://document360.com/>
 - <https://clickup.com/>
 - <https://www.getguru.com/>
 - <https://www.zoho.com/wiki/>



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More about the project:
knowmanproject.eu

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