Why a KCS Verified Tool Matters

As the world leader in Knowledge Centered Support (KCS), ComAround is often asked about KCS Verification, what is it and why it matters. This is a legitimate question for organizations starting their Knowledge journey, and to answer, we draw on our twenty plus years of assisting companies around the world in developing and implementing a knowledge solution that is right for them.

KCS is the industry standard

First and foremost, KCS is the industry standard, a methodology developed over the last two decades by a group of both practitioners and vendors to provide a best practice for creating and maintaining knowledge in a support environment. The current version of KCS is a result of thousands of hours dedicated to finding what works and always evolving the process to meet the demand of today's technical support environments. KCS is vendor neutral, and fills in the knowledge process for ITIL, providing a robust support roadmap with measurable ROI.

KCS Verified tools meet the industry needs

KCS Verification is conducted by the Consortium for Service Innovation, the stewards of KCS for nearly 25 years. The Verification process is a rigorous experience demonstrating comprehensive functionality across all eight areas of KCS. This requires that vendors develop their tools in accordance with what the industry needs ! The result is that KCS Verified tools are technical solutions that meet the needs of an organization's Knowledge Initiative, while providing qualitative and quantitative benefits from Day One.

Whether an organization is starting their Knowledge Initiative or working to improve their current processes, a KCS Verified tool provides the most

KCS^{SM} **VERIFIED** v5

ROI for each of the eight areas. From capturing knowledge as the Incident is being worked, to seamless integration with IT Service Management tools, a KCS Verified tool provides a technical structure that works in tandem with industry standards to provide detailed reporting for performance assessment and leadership strategy.

ComAround Knowledge leads the way as a KCS Verified solution in all areas, both in functionality and ease of use.

About ComAround

ComAround specializes in knowledge management and self service. Professional support organizations around the world use the solution, ComAround Knowledge™, to automate and enhance their support delivery by capturing, structuring, and sharing knowledge throughout the organization. The tool is KCS Verified v5 and can be easily integrated with ITSM tools thanks to ComAround Connect. ComAround's specialists also provide KCS certification training. Read more: www.comaround.com