

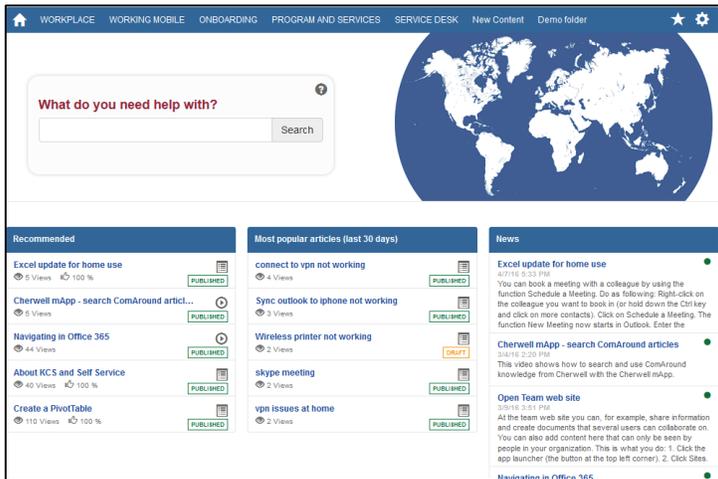


Capturing, Structuring and Sharing Knowledge is Easier with ComAround's Knowledge Management Solution Built Upon the Microsoft Azure Platform

MICROSOFT AZURE APP BUILDER PROFILE: ComAround

ComAround specializes in knowledge management and self service. Hundreds of professional support organizations around the world, such as the California Dental Association, Stanford University, and Rolls-Royce, use ComAround Knowledge to automate and enhance their support delivery by capturing, structuring, and sharing knowledge throughout the organization.

WHAT WE OFFER



Knowledge articles published quickly:

- Knowledge articles are automatically translated into any language.
- Create and add video by using the screen recorder.
- ComAround Knowledge is prepopulated with knowledge articles for standard applications.

Findable and valuable knowledge articles:

- With intelligent search and dynamic lists, it is easy to find the right knowledge article for sharing or self service.
- Comments, ratings, and searchable history have automatic alarms when missing or incomplete information is discovered.

KCS verified v5 Knowledge tool:

- KCS is a knowledge methodology of how support organizations work with knowledge to improve support delivery. ComAround Knowledge is KCS verified, which is proof the tool supports all eight KCS principles.

Integration with ITSM tools:

- ComAround Knowledge integrates with ITSM tools and applications for faster and more efficient support.
- Service Desk can resolve issues without having to switch tools. End users can find solutions in connection with case registration.

WHAT OUR CUSTOMERS ARE SAYING

"ComAround Knowledge connected with our case management is raising the profile of and streamlining the work of our service desk, and thus delivering a better service to our users." – Stefan Krantz, IT-Operations & Support, Ragn-Sells

LEARN MORE

Email us at presale@comaround.com or visit www.comaround.com to learn more about how ComAround Knowledge empowers support teams to streamline and enhance their support delivery with relevant knowledge.

Microsoft Azure

Microsoft Azure is an open and flexible cloud platform that enables you to quickly build, deploy, scale, and manage applications across a global network of Microsoft data centers. You can build applications using multiple languages, tools, and frameworks.



KEY USE CASES

WEB APPLICATIONS

Build anything from lightweight websites to multi-tier cloud services that scale up as your traffic grows.

CLOUD STORAGE

Rely on geo-redundant cloud storage for backup, archiving, and disaster recovery.

BIG DATA & HPC

Get actionable insights from your data by taking advantage of a fully compatible enterprise-ready Hadoop service.

MOBILE

Accelerate your mobile app development by using a backend hosted on Microsoft Azure. Scale instantly as your install base grows.

MEDIA

Create, manage, and distribute media in the cloud – everything from encoding to content protection to streaming and analytics support.

FLEXIBLE APPLICATION MODEL

Microsoft Azure provides a rich set of application services, including SDKs, caching, messaging, and identity. You can write applications in .NET, PHP, Java, node.js, Python, Ruby, or using open REST protocols. This is all part of Microsoft's promise to let you build using any language, tool, or framework.

ALWAYS ON, ALWAYS HERE

Build resilient applications with automatic operating system and service updating, built-in network load balancing, and geo-redundant storage. Microsoft Azure also proudly delivers a 99.95% monthly SLA. You can rely on decades of experience in data center operations and trust that everything Microsoft Azure offers is backed by industry certifications for security and compliance.

DATA CENTER WITHOUT BOUNDARIES

Microsoft Azure makes it easy for you to integrate your on-premises IT environment with the public cloud. Migrate your virtual machines to Microsoft Azure without the need to convert them to a different format. Use the robust messaging and networking capabilities in Microsoft Azure to deliver hybrid solutions, and then manage your hybrid applications from a single console with Microsoft System Center.

GLOBAL REACH

With data centers around the globe, a massive investment in data center innovation, and a worldwide Content Delivery Network, you can build applications that provide the best experience for users, wherever they are.

Learn more: www.microsoftazure.com

© 2016 Microsoft Corporation. All rights reserved.