

Hallo Welt!
GmbH

Inside Wiki Sales

The evolution of customer needs regarding enterprise wikis

Hallo Welt!

GmbH

Who We Are and What We Do

Hallo Welt!
GmbH

Maintenance

Design

Installation

Support

Software Engineering

Consulting

Configuration

Training

Project Management

Workshops



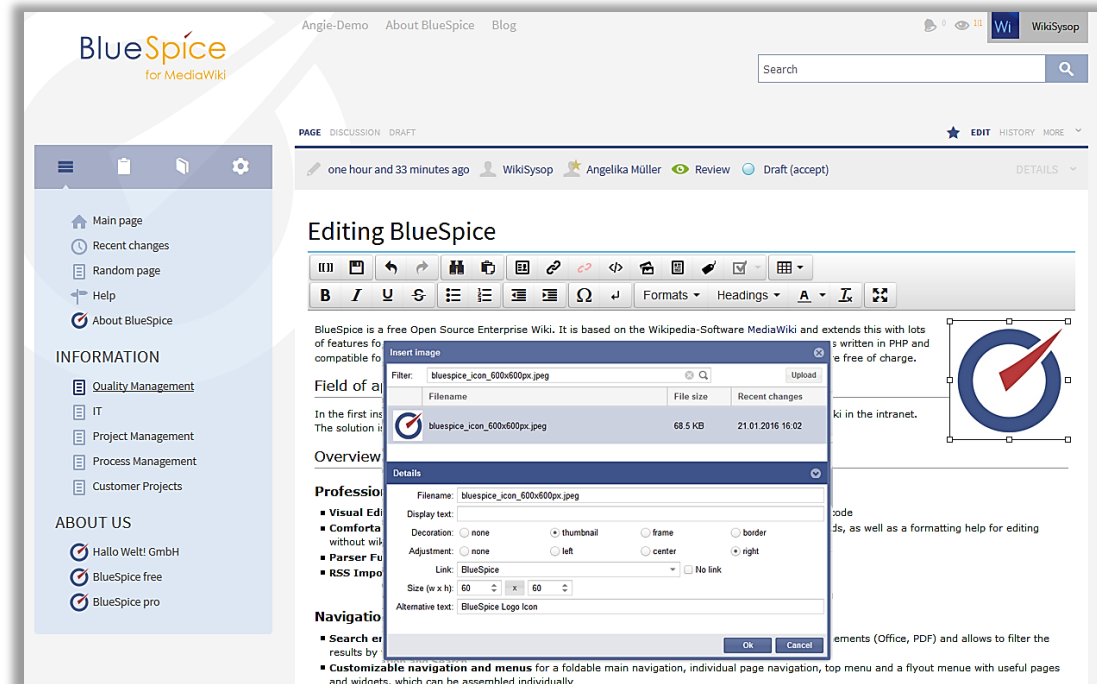
BlueSpice

Enterprise wiki focused on:

- Knowledge Management
- Quality Management
- Technical Documentation
- Organization Handbooks

Two editions:

- BlueSpice free
- BlueSpice pro

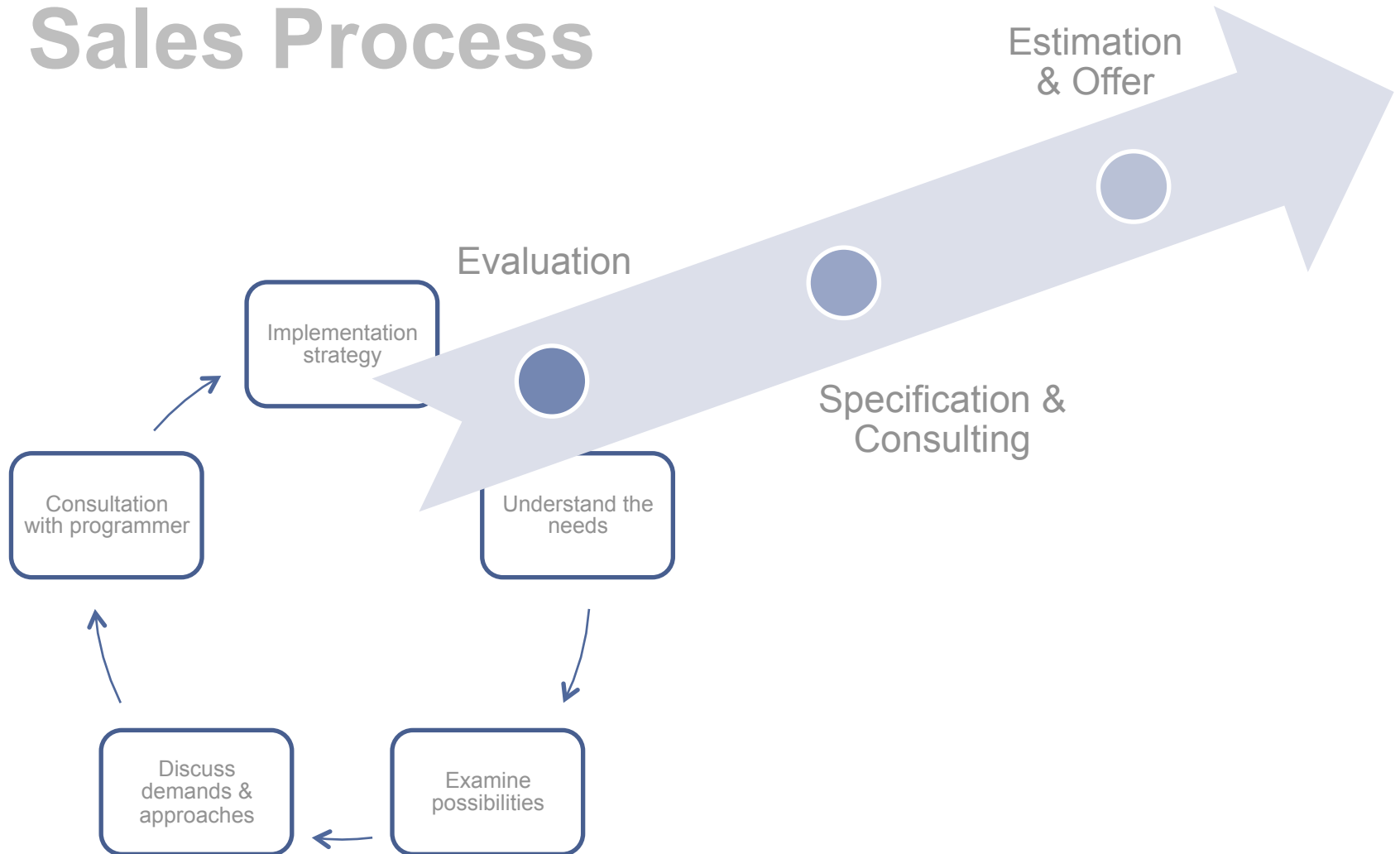


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The Sales Process

Sales Process



The Challenges

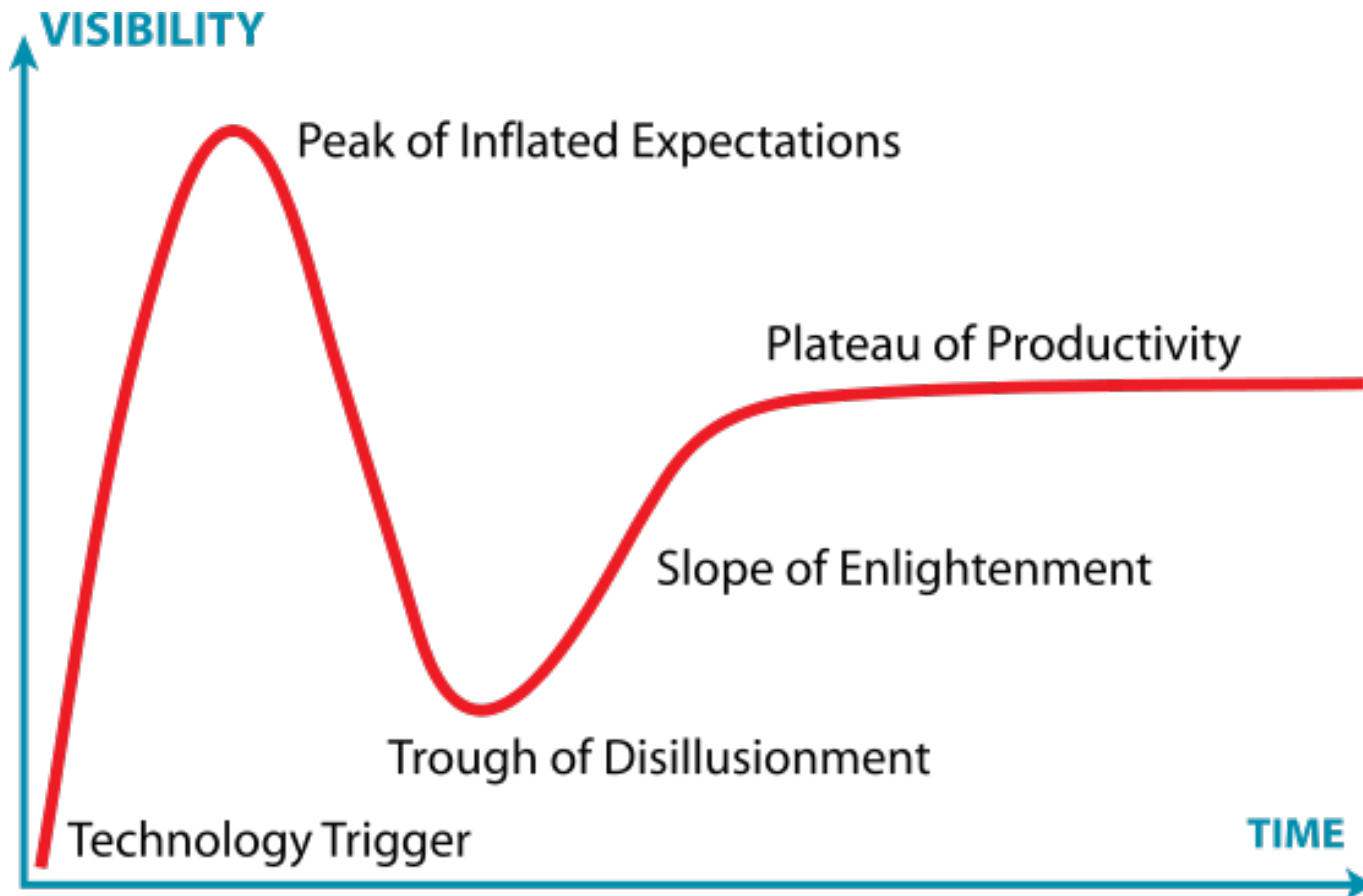
Technical

- Non-standard requirements (migration, systems, environment,...)
- Highly customized projects
- Requirement changes

Organizational

- Long processes and reaction times
- Budget resources
- Contract negotiations
- Missing documents
- Low priority
- Tendering

Gartner Hype Cycle



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Customer-Driven Development

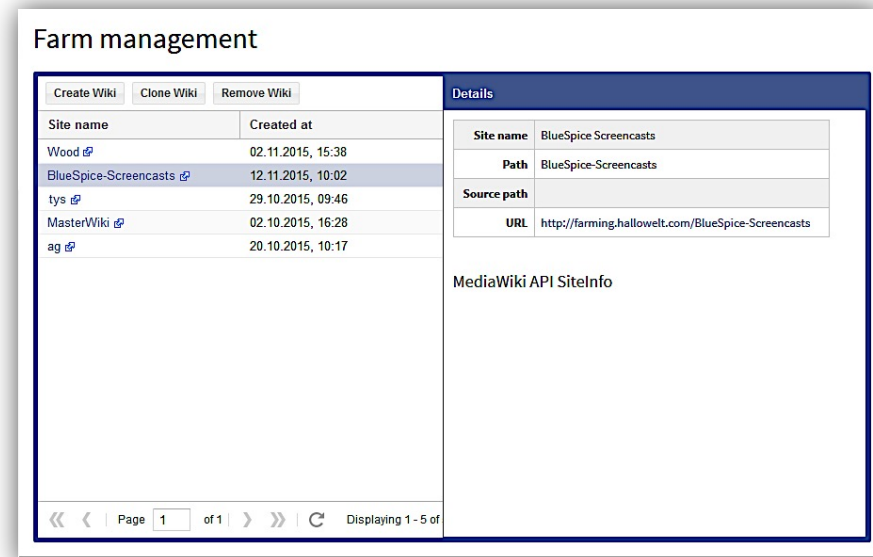
Wiki Farming

Features

- Create
- Clone
- Delete

Use cases

- Different departments / company locations
- Multilingualism
- Project wikis
- Customer wikis



Advantages

- Low maintenance effort and costs
- Flexibility
- Fast test systems
- Wiki hosting

Next tasks

- Wiki-wide search
- Additional meta-data
- Management functions

Document Management

Setting rights for files

Problem

- Rights are set by namespaces
- All documents in „Files“ namespace
- No distinction of files possible

Solution

- Files can be assigned to namespaces
- Rights can be set for namespaces like usual

Managing & editing files

Problem

- Cumbersome file management (upload, move, delete)
- Long editing process for files

Solution

- Wiki with an own file system (WebDAV)
- Open files directly from the wiki
- Saving the changes to the wik

Quality Management

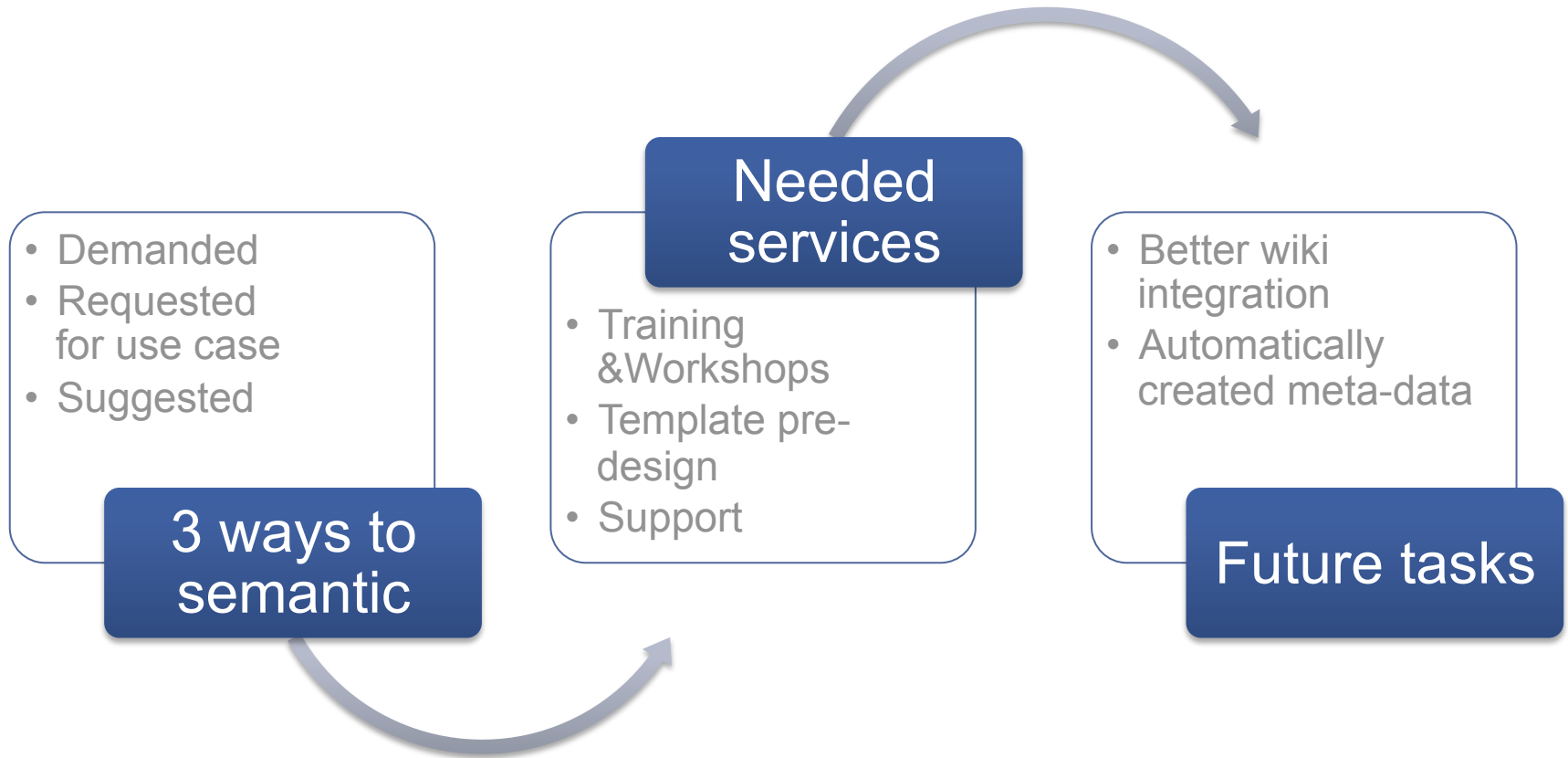
Features for DIN
ISO 9001

New version
of ISO 9001

New
requirements

Read confirmation

Semantic



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Got Ideas? Contact Us

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Meet us next at:

Wikimania & Hackathon 2016
In Esino Lario / Italy

