



GETTING THERE WITH MORE KNOWLEDGE

How YAVEON uses artificial intelligence to generate real added value from its data

EMPOLIS

Not every company manages to stay successful over the long term. YAVEON can make the difference with digitization solutions that are fit for purpose and the sort of advice and support that helps companies move forward. This expertise, combined with AI-based knowledge management from Empolis, is now enabling YAVEON customers to achieve even better results in their digitization projects.

Since 2008, YAVEON has been developing and implementing ERP systems for companies in the chemicals, pharmaceuticals, cosmetics and food industries as well as adjacent sectors. As a result, YAVEON now has an accumulated body of knowledge and millions of data records from over 550 customer and partner projects. This information is present in a variety of systems and exists in both structured and unstructured forms.

It is a huge trove of data and knowledge that can potentially be reused for new projects. It could improve the quality of advice and support provided to customers and at the same time lower their costs.

By forming the partnership with Empolis, YAVEON took the crucial step. The internal launch of the AI-based knowledge-management solution Empolis Knowledge Express® as an “eat your own dog food” project has provided straightforward benefits.

YAVEON can now clarify the following issues before starting a new project:

- What problems has YAVEON already solved in previous projects, and how?
- What aspects require particular attention, and are there any potential pitfalls?
- Who is the right point of contact at YAVEON, and who has specific experience with a given subject?
- Has YAVEON responded to any similar product inquiry in the past?
- Has the solution been offered previously in the same form?

Initial situation: unused knowledge

The existing knowledge, which was largely unstructured, was stored at YAVEON in folder structures in SharePoint, in the Microsoft ERP system and in the document management system. This approach entailed a number of challenges: It required employees to actively record and maintain knowledge, and there was little time for that amidst their everyday work.

As a result, the necessary ongoing data maintenance was neglected, and many consultants tended to accumulate their own pool of knowledge, their own “local treasure trove” that was inaccessible to coworkers.

Ultimately, the accumulated knowledge quickly became obsolete or remained unused, and there was not enough communication among the experts at the company. At times, searching for know-how and expertise in the company therefore became too time-consuming and ultimately frustrating, if not impossible. YAVEON recognized that it was time to improve matters by implementing a form of digital knowledge management and finally exploiting the huge potential that lay in its accumulated expertise.

Its search for a suitable knowledge-management tool led YAVEON to Empolis Knowledge Express®. The Empolis solution could be started up in a few days, did not require time-consuming, preliminary (meta) data maintenance or the creation of “data lakes” in advance, and finally made it possible to put all of the information and documents in a central, searchable location.

After just two weeks, a test installation of Empolis Knowledge Express® was started up at YAVEON and immediately began generating value for the employees. The focus was initially on document searches and project data from the ERP solution. To enable this functionality, approximately 350,000 files were uploaded to the system and indexed.

The digital knowledge platform Empolis Knowledge Express®

With Empolis Knowledge Express®, YAVEON can now link all of the available information and tap into its full potential. The innovative solution can be implemented quickly to bring together all of the data sources in a company and distribute knowledge wherever it is needed.

“The full potential develops when the knowledge-carrying systems are combined, and the ERP system is an important cornerstone there.”

Matthias Sebald
Portfolio Manager at YAVEON

The integrated knowledge-graph technology in Empolis Knowledge Express® links information and data from various heterogeneous sources based on semantic criteria, which results in data pipelines that continually add new knowledge, connections, context and inferences. This ultimately gives each employee access to all of the important information from network drives, SharePoint, ERP systems or other databases — even when the information comes from specialized systems that are accessible to only a few employees.

Empolis Knowledge Express® accelerates the company-wide exchange of knowledge, improves cooperation and efficiency, breaks down data silos and creates full information transparency. The knowledge platform thus enables data-driven strategies and digital searches for internal capabilities, technologies and experts.

With Empolis Knowledge Express®, YAVEON is extending its company-wide network of knowledge, tapping into relationships between projects, topics and experts at the company, and creating better cooperation among employees with the “Knowledge Transfer” component, through which employees can quickly and easily document their project experiences and share them with one another.

Thanks to the integrated knowledge graphs, it is easy for YAVEON to find the right expert in the company for any particular subject matter. The integrated AI can identify a variety of vocabulary, nomenclatures and contexts. This allows users to search in their own (specialist) language but access the same information.

With these features, Empolis Knowledge Express® creates enormous time savings in projects, because the right experts and skills can be quickly identified for particular topics of interest. The solution also generates savings by making the right assets available quickly and directly. Empolis Knowledge Express® creates internal synergies in the place of external expenditures for services and resources.

The benefits of digital knowledge management

YAVEON noticed some of the first benefits of the new system right away. They can be divided into four categories, as follows:

- **Greater efficiency**

Instead of spending a long time looking for a solution, YAVEON employees can access the needed knowledge quickly and directly. This makes their day-to-day work easier, and they can act and react more efficiently.

- **Reduced waiting times**

Accessing solutions more quickly means spending less time waiting. There is no need to come up with answers that are already there. That accelerates the internal workflow as well as the projects themselves.

- **Increased responsiveness**

Being able to respond in a timely manner is all-important. YAVEON definitely does not want to keep its customers waiting. The knowledge management empowers the company to take action. The needed answers are always available — regardless of the time of day, the presence of certain persons or the current location.

- **Access to existing solutions**

Project work is like cooking. The recipes you already know have the greatest chance of success. With knowledge management, YAVEON falls back on solutions that have already been implemented with good results. And the nice thing is, these are naturally being extended and updated all the time. If a dash of individuality is then added to a project, it turns into a real treat for both the customer and YAVEON.

Enthusiastic employees

To sum up, not only did the implementation work, but the employees were immediately taken with the new tool: “Brilliant!” “The knowledge portal just helped me quickly locate a proposal that I can use as orientation for a new request. It saved me a lot of time and asking around.” “Wow, that’s super-convenient!”

Following the smooth implementation, YAVEON is now passing on to its customers the accumulated expertise from its AI-based Empolis knowledge management and the many years of experience with projects and solutions, so that they can be more successful.

If you'd like to experience the benefits yourself, just get in touch!

About YAVEON GmbH

YAVEON is dedicated to business IT and the modern workplace as the basis for seamless business processes across the entire enterprise. YAVEON develops, provides consulting services for, and implements ERP, BI, ECM, CRM and BPM systems for companies in the chemicals, pharmaceuticals, cosmetics and food industries as well as adjacent sectors. Its consulting and support services include business process optimization, process- and utility-oriented ERP installations, the validation of computer systems, document and information management, and business intelligence. The over 170 employees at the offices in Würzburg, Dortmund, Cologne, Stuttgart, Freiburg, Leutkirch, Zurich, Basel and Vienna have many years of industry and project experience and extensive knowledge of IT tools.

YAVEON is a Microsoft Gold ERP Partner: YAVEON products are “Certified for Microsoft Dynamics” and meet the requirements for validated deployment. YAVEON is a solution provider for QlikTech and a reseller partner of ecspand.



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Empolis provides solutions that enable companies and organizations to analyze, interpret and automatically process the rapidly growing amount of structured and unstructured data. They utilize their knowledge capital to improve enterprise-critical business processes enabling decision-makers, employees and customers to reliably receive precise and relevant information, situation-appropriate and task-relevant, for faster and better decisions.