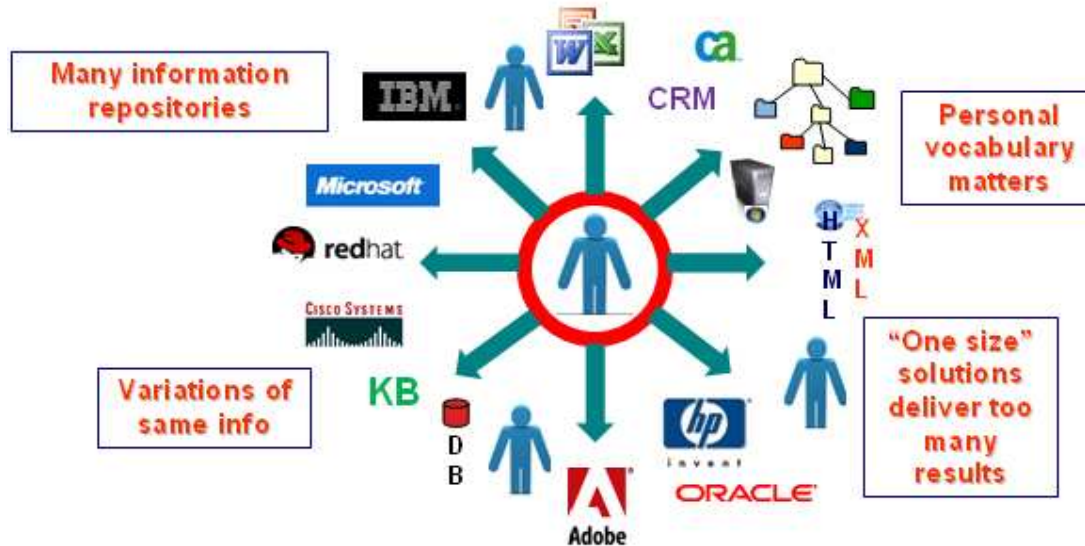


Softlib Meaning-Based Knowledge Suite

Deliver just the Right knowledge to End Users or Experts

The Challenge:

The exponential growth of information and information sources in organizations, coupled with the need to use online Web and Social information makes it extremely challenging for employees to pinpoint knowledge when they need it. In addition, many variations of the same information and the need to guess the correct words to get the right knowledge make it even more challenging.



Our Meaning-Based Knowledge Suite:

The Softlib Knowledge Suite connects end users, IT or service experts to the most relevant knowledge. Automated learning of your corporate terminology and generation of an underlying dictionary allows our software to understand exactly what you are looking for. Our software is typically used with applications such as CRM, Service Desk systems and Portals for knowledge delivery from a wide array of sources.

“In the tight economy of today it was imperative to invest in technology that will free up our team and provide immediate ROI” Mrs. Sharon Gietl, CIO, Doe Run

North America

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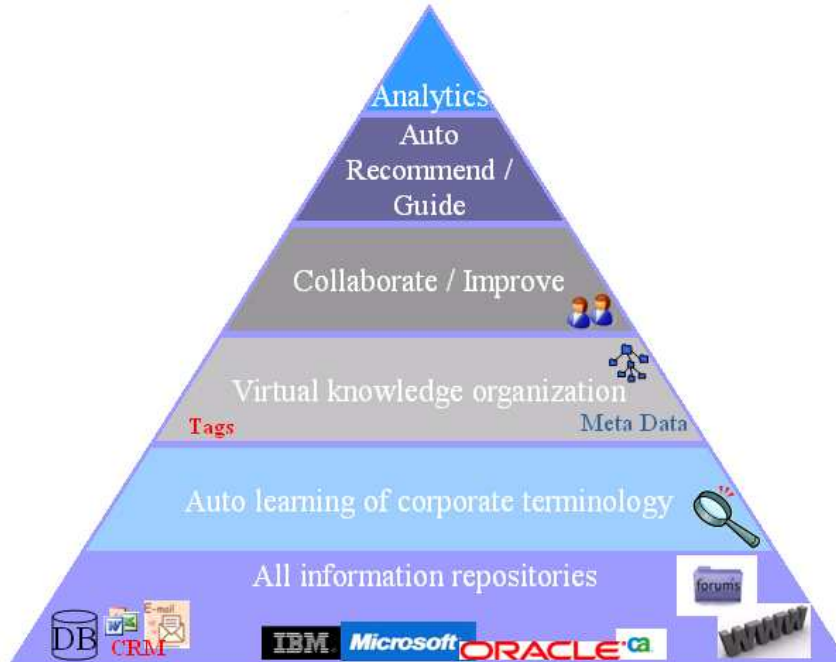
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The Softlib Knowledge Suite includes the following unique capabilities:



“iSolve helps our team do more with the same resources while providing immediate ROI”

**Mr. Burkhard Storch,
Product Manager
Deutsche Bundesbank**

Key Benefits:

- Substantial cost savings through pinpointing the right knowledge from internal and external sources:
 - Deflect issues by providing Self Help to end users
 - Shorten issue resolution time
 - Reduce escalations and rework
- No change to processes - Seamless integrations eliminate learning curve
- Immediate ROI - Easy to implement and use, up and running in days

Sample of our customers:



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