



**Partner:** KnowledgeLake

**Web Site:** [www.knowledgelake.com](http://www.knowledgelake.com)

**Partner Size:** 100 employees

**Country or Region:** United States

**Industry:** Professional services

**Customer:** Jefferson County Public Schools

**Customer Web Site:**

[www.jefferson.k12.ky.us](http://www.jefferson.k12.ky.us)

**Customer Size:** 15,000 employees

#### Partner Profile

St. Louis, Missouri-based KnowledgeLake develops document imaging, capture, and workflow solutions that extend enterprise content management capabilities of Microsoft® Office SharePoint® Server 2007.

#### Software and Services

- Microsoft Office
  - Microsoft Office SharePoint Server 2007
- Office Business Applications

For more information about other Microsoft customer successes, please visit:

[www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

## Partner Develops Document Management Solutions, Offers Fast Return on Investment

“Microsoft changed the ECM game with Office SharePoint Server 2007. We’re building on that momentum to reach more customers, and we’re delivering a great return on investment to them.”

Jennifer Birdsell, Marketing Communications Manager, KnowledgeLake

*KnowledgeLake helps solve companies’ problems with regard to processing, storing, and sharing documents. The company developed several Office Business Applications (OBAs)—including KnowledgeLake Imaging for SharePoint, KnowledgeLake Connect, and KnowledgeLake Capture—that work with Microsoft® Office SharePoint® Server 2007 to improve enterprise content management, streamline operations to increase productivity, and improve compliance.*

### Business Needs

A large number of companies suffer from a “document problem.” They receive invoices and packing lists from vendors, information and correspondence from customers, human resources forms from employees, and so on. Companies need consistent, cost-effective ways to deal with those documents in both paper and electronic form.

Offices become overloaded storing paper files. Employees spend too much time searching through them for information, and problems arise when more than one

employee needs to see a document at the same time. Companies worry about the security of their information because often multiple employees have access to the paper documents. Plus, it’s time-consuming and expensive to copy and distribute documents, and to recreate lost or stolen documents, not to mention the physical space that all those filing cabinets occupy.

Processing for all the paper documents produces even more headaches. Companies spend a tremendous amount of time and money transferring the printed information

into their systems or into more-useable formats. They need a better way to handle imaging and to capture paper documents for faster, easier processing.

Electronic document storage can cause problems as well. Companies often struggle with overloaded, hard-to-manage files, particularly when multiple copies of the same file are saved in local hard drives, network file shares, and e-mail inboxes. Users need an easier way to store, manage, and locate electronic documents.

## Solution

A leader in document imaging and capture software, KnowledgeLake has decades of experience in enterprise content management (ECM). After developing ECM solutions for years, the company shifted its business model toward solutions based on Microsoft® Office SharePoint® Server 2007. “We recognized Office SharePoint Server 2007 as a strong foundation for ECM because of its integration with the Microsoft Office system and its familiarity for easy user adoption,” says Mike Miller, Sales Engineer at KnowledgeLake.

KnowledgeLake, a managed Microsoft Gold Certified Partner, created a series of Office Business Applications (OBAs) that help companies address paper-based processes. The OBAs extend the ECM capabilities of Office SharePoint Server 2007, helping companies reduce shipping and storage costs, improve compliance, streamline operations, and increase productivity using familiar Microsoft products.

For example, Jefferson County Public Schools (JCPS)—based in Louisville, Kentucky—struggled to manage all its student transcripts, inactive student files, and other documents. Staff required a lot of time to locate needed information, and documents

could be misplaced easily. The district’s storage requirements grew so much that it began to keep paper documents in facility basements, which made both filing and retrieval inconvenient.

In June 2008, JCPS adopted a solution based on KnowledgeLake Imaging for SharePoint, KnowledgeLake Capture, KnowledgeLake Connect, and Office SharePoint Server 2007. KnowledgeLake Capture helps JCPS easily scan and index paper documents, and then store them in the appropriate Office SharePoint Server 2007 repository. KnowledgeLake Connect helps JCPS easily index and store electronic documents in Office SharePoint Server 2007. With Imaging for SharePoint, JCPS can easily organize, store, access, view, and route documents throughout its schools.

Although it has streamlined overall operations, the biggest productivity boost for JCPS has to do with processing student transcript requests. Previously it took a tremendous amount of time for staff to copy, print, and mail student records. Today, the staff uses the KnowledgeLake solution to scan files of students and fulfill requests with just a few clicks of the mouse. “We’ve dramatically reduced the amount of time we spend and paper we use,” says Doug Sutherland, Web Architect for JCPS.

## Benefits

By building OBA solutions for Office SharePoint Server 2007, KnowledgeLake is capitalizing on a significant market opportunity while providing customers with increased value from existing IT assets. “Microsoft changed the ECM game with Office SharePoint Server 2007. We’re building on that momentum to reach more customers, and we’re delivering a great return on investment to them,” says Jennifer

Birdsell, Marketing Communications Manager for KnowledgeLake.

### ■ Expanded business opportunity.

KnowledgeLake has experienced considerable growth because of the value that its OBA solutions offer to customers. “We’ve seen a tidal wave of interest,” says Miller. “In 2008, our number of customers increased by about 20 percent, and we’ve already seen an even bigger jump in the first quarter of 2009.”

■ **Flexibility due to integration.** One of the reasons for the partner’s success is the integration inherent in Office SharePoint Server 2007 and, by extension, KnowledgeLake products. “We can link Office SharePoint Server 2007 to any line-of-business application, which means that we help customers make greater use of their documents and get more value out of their infrastructures,” explains Miller.

■ **Ease of use.** KnowledgeLake products mimic the user experience of Microsoft Office products. That makes it easy for customers to introduce the products to their employees. “Our customers see excellent adoption rates because their users are already comfortable working in Office SharePoint Server 2007 and other Microsoft Office products,” says Birdsell.

### ■ Fast return on investment for customers.

KnowledgeLake makes it easy for customers to see the value in adopting its products. “Customers save money on storage, copying, mailing, and document re-creation, not to mention a huge increase in employee productivity,” says Miller. “Customers see a return on their investment within the first year, usually as fast as three to six months.”