ROM

KNOWLEDGE MANAGEMENT
Driving Business Success

|October 2016 |

2Know

KM Newsletter

ROM News

- Social KM is Better KM – Link
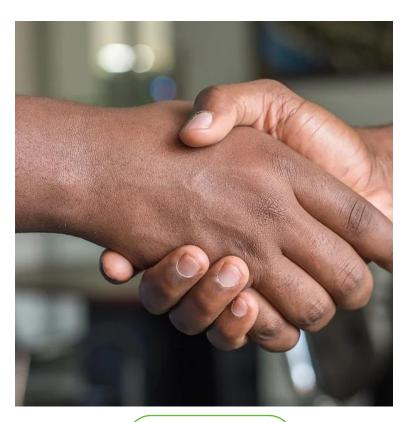- How Microsoft Supports Knowledge Management in the Cloud - Link

01

OneNote

Microsoft OneNote serves as an intuitive personal knowledge management tool, allowing users to organize and retrieve data effortlessly.

[To full article]

02

Successful CX management (or: generating allegiance via UX design)

Creating meaningful relationships with clients should be a priority for organizations to develop an optimal customer experience (CX). Recommendations include providing an emotional experience, client-focused content, and utilizing CX evaluation tools effectively.

[To full article]

03

It is time for a mobile organizational portal

Mobile devices have become an integral part of our lives and organizations should consider implementing mobile organizational portals for effective communication and accessibility.

[To full article](#)