

chal:enge

- different knowledge domains
- linking of CRM information with associated files in the file system
- data stored in two locations
- opportunity of content qualification and relevance controlling

our:solution

- inter:gator Dashboard
- CRM indexing of persons, companies, projects and cross-linking in search results and in detailed view („knowledge network“)
- linking of projects and associated files

fact:sheet

 **syncwork** Founded in 2001, the Syncwork AG with the headquarter in Dresden, is a manufacturer-neutral and independent company for management consulting and information technology. The company's main activities are in the areas of public management, IT-Consulting, Banking & Finance as well as Systems Development.

Moreover the Syncwork AG provides industry-specific consulting services for the public sector and banks. For more than ten years approx. 80 employees develop tailor-made, organizational and technological solutions for their clients, coming from various industries.

Thanks to the merger of a nationwide network of partner companies, extensive demands on expertise and resources can be covered. The base competence of the company lies in the ability to plan projects in a complex technological and human environment, to perform and to bring successfully to completion.

In particular, the access to the internal information and knowledge base is a decisive criterion for an efficient and high-quality fulfillment of the working duties. Because explicit corporate knowledge is increasingly hidden in a huge number of different data sources,

the lack of information can lead quickly to a negative impact on the quality of work and thus on customer relationships.

Therefore an appropriate software was needed, for making data files and information transparent, which are stored in various locations.

“For this purpose, inter:gator has enforced itself in an internal competition, compared to other search solutions“, says Daniel Mirtschink, Management Consultant at the Syncwork AG. Our daily consulting business causes a lot of documents (offers, concepts, analyses etc.) – valuable resources also for colleagues in other projects. With inter:gator we now have a very useful >>finding-and-making-transparent-tool<<, which actively informs about news from a knowledge domain (push principle) as well supports during research activities (pull principle).”

syncwork:ag

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about:interface

interface projects GmbH is one of the leading german providers of enterprise search and information management, based on its own product inter:gator. We are specialists in converting big, unstructured amounts of data to efficient management of documents and knowledge.