

## Wiki Knowledge Management at \*instinctools

*„Introducing the social component Wiki in our company is improving our knowledge management in geographically distributed locations. Expert knowledge which is normally only inside the brain of some people will now be available to the entire community. Wiki offers the optimal base for discussion of complex topics.“*

**Gunthilde Sohn**  
Managing Director \*instinctools GmbH



\*instinctools provides services and software for information management. Their range of competency reaches from sound consulting and analysis through development, implementation and integration to maintenance and support. Extended experience in Eclipse and Java development and profound knowledge of reliable project management methods and tools are basics for their success.

### Challenges

\*instinctools is an international organization. Headquarters, administration, project management and product management are located in Stuttgart, Germany while their development lab is in Grodno, Belarus. Project and product development are performed according to their „smart sourcing“ method by blended teams built of members of both locations. Thus, customers can benefit of economic services. An offer which is well received by midsize companies as well as corporate departments. Since several years \*instinctools uses a web-based tool to support seamless integration into management processes of distributed locations as well as customers.

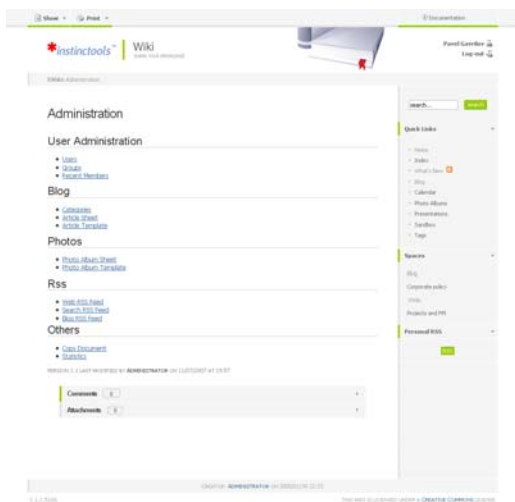
As this approach prove of value for project and maintenance processes, the requirement for appropriate tools for knowledge management as an important component of \*instinctools' strategy evolved. Main targets were the active integration of all employees into the company life and the central availability of expert knowledge.

### Solution

Wiki philosophy appeared to be an optimal base for bringing this strategy to life. First, selection criteria for appropriate Wiki-Philosophy had to be defined. Flexibility regarding adaptations, Java technology and an elaborated rights and roles system were required, because it was necessary to define different profiles and work spaces also on department level and to ensure an easy integration with existing portals based on Java frameworks.

Having analysed several software candidates the team decided on xWiki as a base for implementation. This open source software has been adapted to \*instinctools communication processes and requirements in the area of user interface (usability). Workspaces were customized according to organisational needs and the Wiki solution was integrated into the existing intranet.

Organisational actions as the integration of Wiki into project and communication processes, education and training of employees supported the introduction of this new knowledge management tool.



Wiki encourages communication beyond team boundaries as well as inside a team and boosts an open and constructive company culture. This has a positive affect on quality and efficiency of all deliverables.

## Technology

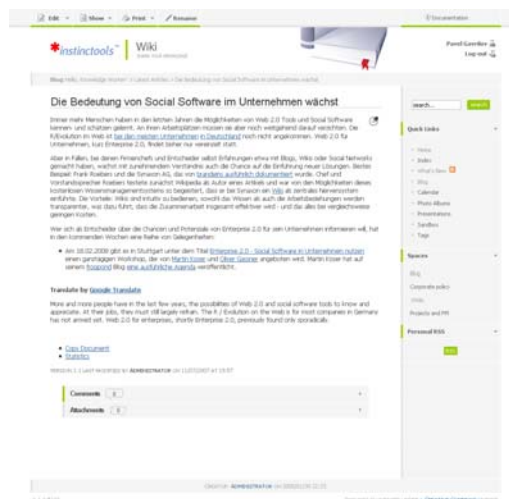
xWiki was selected as the technical base for the Wiki knowledge management project. xWiki is a powerful Java Open Source Wiki-Engine, which offers sufficient flexibility for individual usage in several organization.

Benefits:

- Complete Wiki Content Management Engine
- Access control / Rights management
- Version control / Rollback possibility
- Data stored in database system
- Possibility to adapt design
- Expansion, possibility to further development
- Compatible with JBoss Portal Server

## Advantages

The implementation of Wiki-Knowledge Management improved the communication between departments and locations tremendously. Important information and documents are always at hand. If someone leaves the company, important parts of his knowledge will stay.



\*instinctools GmbH offers Software and Services for intelligent solutions in information management. We help to build Eclipse and Java based solutions for information management challenges.