

Live Information Systems Signs Partner Agreement With KMS

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NIMOI™ EXTENDS KNOWLEDGE MANAGEMENT OFFERING
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Stoke-On-Trent, UK, May 21st: Live Information Systems (LIS) has signed a partnership agreement with leading knowledge management company Knowledge Management Software (KMS) plc. Under the referral agreements, both companies will be able to recommend NIMOI™ – LIS's content management product and KMS's Deskartes® working together as part of an overall solution.

"Deskartes is a knowledge management product that allows users to search text files using 'natural' language as opposed to the rigid syntax required when using Web-based search engines," explains KMS's CEO Dave Rosalski. "NIMOI™ will manage the storage of these documents as well as ensure content is kept timely, relevant and suitable for publishing. It provides a front-end that offers real added value to our existing customers and future prospects."

KMS – which already has a large customer base in the Customer Service sector – sees the partnership being of particular relevance to companies with help desks and self help websites which have a large volume of rapidly changing information and where searches for very specific information are required.

Continues Rosalski. "Deskartes is very easy to use and requires minimal training on the part of the Customer Service agent, so it's ideal for staff who are not exposed to IT as part of their day-to-day job or for use directly by customers on a website. However, any knowledge delivery system is only as accurate as the information it contains, and this is where the benefit of linking up with a content management provider is evident. NIMOI™ adds this extra dimension to ensure that the knowledge base is kept fully up to date and hence the accuracy of the system maximised".

Matt Farrar, CEO of Live Information Systems is equally enthusiastic about the partnership. "Knowledge management is becoming a 'must have' application for companies that put a premium on the management of information, be it internally or customer facing. NIMOI™ adds functionality and a process of content submission and approval to Deskartes innovative searching capabilities. Together they offer a total knowledge management solution that can be tailored to meet a customer's needs."

NIMOI™ is built around a flexible content management platform designed to effectively develop, maintain and enlarge web content. The product has extensive workflow capabilities to meet multilevel task requirements and the changing needs of its clients and their own customers. With NIMOI™ a growing number of contributors, including those without technical knowledge, can easily create or modify web content. Producers of content, regardless of their internal office location or global address, can easily author innovative web content using the customised and automated features of NIMOI™.

Deskartes Domain Knowledge v3.1 is a Knowledge Management (KM) tool that will automatically create a knowledge base from an organisation's various data sources and documents. Using a combination of natural language processing and neural network pattern matching, this provides a powerful self-learning search

engine and knowledge base to extract appropriate information. As it is used, new matches are created based upon relevance of response, and Deskartes increasingly captures the unstructured tacit knowledge from employee's heads through capturing the replies to unanswered questions escalated to experts within the organisation.

About Knowledge Management Software plc

London Stock Exchange listed KMS is the author of Deskartes, intelligent second generation software, that enables organisations to harness, manage and utilise their knowledge resources more effectively whether they are in text form, web pages, e-mails, documents or even tacit knowledge contained in people's heads. Deskartes is a combination of a tri-dimensional neural network working in conjunction with a highly sophisticated natural language processor, to provide contextually accurate, self learning, search and retrieval functionality. It can be deployed as a complete knowledge management solution or embedded into other applications. Implementations include help desks, call centres, customer relationship management, e-learning, intranets, enterprise information/knowledge portals and web portals. Major customers of KMS include Marks & Spencer, Time Group, Somerfield, Nikon, MAFF, NETg, Kerridge Computer Co and the Northern Offshore Federation. KMS, founded in 1991, was originally a software house operating in the Business Intelligence market. It now has offices throughout the USA and the UK employing around 180 people. The company was admitted to the Official List/techMARK in May 2000 (EPIC: 'KMS')

About Live Information Systems

Founded in 1995, Live Information Systems started life as a developer of bespoke software systems, selling into a range of blue chip customers directly and through Value Added Reseller agreements to clients including Wedgwood, Dr Martens, TNT and Britannia Building Society. In 1997 Live Information Systems became a limited company and began to shift its focus away from being a service solutions provider towards becoming a technology product oriented company, concentrating on developing brand management applications. The emergence of the Internet as a legitimate business tool led the Company to explore the challenges and demand for managing digital content on line, and in 1998 work began on Live Information Systems current flagship Content Management System NIMOIT[™], version 2.0 of which will be launched at Internet World 2001 (London). The company is also developing innovative products for new markets including XML-based document management tools and continues to grow its service provision area of the business including bespoke development and consultancy. The Company currently employs 28 staff and is based out of offices in Staffordshire. Live Information Systems will float on OFEX later this year.

For more information regarding this announcement including photography please contact

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