

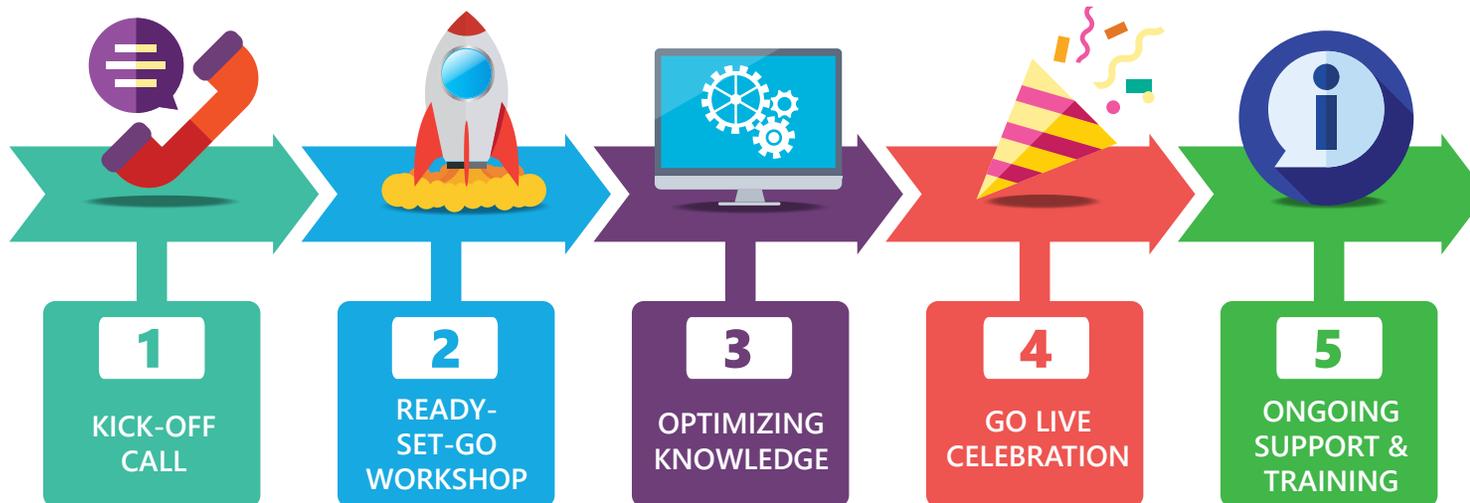
Our proven process transforms yours.

Transform employee performance, operational efficiency and customer experience in **5 STEPS**.



With knowledge scattered across your organization and customers reaching you by every channel imaginable, it can be hard to make service consistently outstanding. Panviva™ knowledge management changes all that.

The transformation begins with our simple five-step implementation process:



We've demonstrated the success of our implementation process in every type of organization.

One key to a successful implementation is to implement in phases:

Choose one department or subject area, and focus on that. After you succeed in that department, you'll have the expertise you need to expand to new areas.

At the end of your implementation, you'll be self-sufficient and poised for continued success.

1

Kickoff call

A 60-minute phone conversation orients your team.

- Discuss steps to success.
- Confirm expectations regarding scope, schedule and resources.



2

Ready-Set-Go workshop

This three-day, onsite collaboration maps your processes and captures your best practices. The team includes subject-matter experts, trainers, quality specialists and managers.

- Capture content to go into Panviva.
- Optimize information to make it easy to use.
- Identify opportunities to future-proof content that adapts as the organization grows.

The Ready-Set-Go workshop generates a step-by-step plan to develop content and host it in the Panviva cloud platform, your single source of truth.



3

Optimizing knowledge

Now that we've identified what knowledge already exists and what needs to be created, the optimizing knowledge phase makes sure your content conforms to best practices for styles and standards.

Panviva University will provide your content developers with self-paced training and your weekly Panviva Pro sessions will ensure you don't go off track. No matter how good your existing content is, this phase makes it better!



4

Go Live celebration

The Go Live phase is more than celebrating your success. We make sure you have something to celebrate.

- We make sure users are adopting the solution.
- Users have immediate access to answers in 3 clicks or fewer.
- We assure quality.
- Your feedback assures continuous quality.



5

Ongoing training, support & content management

The Panviva platform is built by and for the people who use it, with minimal IT involvement, making it easy to use and relevant. We spend weeks educating you on best practices, making sure you're confident. Afterward, we want you to know you can always count on Panviva to be there for you!

- Panviva University offers videos, tutorials and templates.
- Ongoing webinars share news, how-tos and customer case studies.
- Tech support enables administrators to submit and track issues.
- Panviva Pro subscriptions provide personalized mentoring!



See the method in the platform.

The Panviva methodology is reflected in our platform:

- **Capture content for the Panviva cloud platform.**
- **Optimize information to make it easy to use.**
- **Deliver information via Panviva's guide-on-the-side app.**

Improve employee performance and operational efficiency for a better customer experience.

Because we're the process experts—and we have the world's leading platform for managing process—your Panviva implementation promises to be the easiest you've ever undertaken. You and your customers will see the improvement right away.

See results in 90 days.

- Cloud-based tech requires minimal IT involvement.
- Panviva Customer Enablement reps support each step.
- Ongoing administration is typically a half-time task.



"It's rewarding to get this all mapped out, to strip things out of binders, get things out of SharePoint sites, and build a really nice, organized database that they don't have to struggle with."

— **Carle Foundation Hospital**

"We were able to reduce steps and create better efficiencies on all procedures; to eliminate and streamline everything."

— **Central One Credit Union**



"The Discovery and Scoping and the other trainings that we've received are second to none in the industry. I've never seen anything like it."

— **Nextcare**

"Working with Panviva has been very smooth. The tools and resources Panviva has given us have made my life so much easier."

— **Nevada Health Centers**



Empower your company to consistently deliver exceptional customer service.

Meet the **Panviva Omnichannel Knowledge Cloud**, the easiest and fastest way to exceed your customers' ever changing expectations — by giving them the knowledge they need.

Experience the power of Panviva in your industry today.

Companies across the globe in health care, financial services, insurance and telecommunications and more rely on Panviva to make their customers', patients' and members' lives better. If you're ready to offer the ultimate in customer experience and separate yourself from the crowd, it's time to test drive the Panviva Omnichannel Knowledge Cloud.

START YOUR TEST DRIVE



Download the Panviva Product Overview
Visit www.panviva.com for more information.
Call us! 617-917-5336

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