

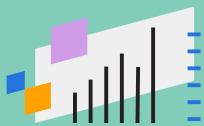
Knowledge Management Services



Upland's new KM Services offering is now available to our customers. These services ensure that your knowledge journey does not end after the initial deployment and software training. We created this program based on years of experience in the knowledge space, customer feedback, and overall market trends.

Our mission is to help our customers develop the skills for you to be successful and enable your users to become self-sufficient when using knowledge.

Here is a summary of our services...

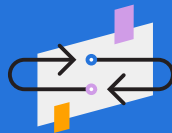


Health Check

Collaborative sessions to evaluate and review business objectives and success metrics.

Knowledge Assessment

Consultative approach to assessing your knowledge management implementation with detailed recommendations for optimization and value-add.



Technical Services

Deploy customized features and third-party integrations to support business goals.

Administration Services

Admin support based on needs including content archiving, UI/UX modifications, and user/settings management.



Governance

Development of a governance playbook with the policies and procedures for long-term management of knowledge.

Center of Excellence

Certification process that enables organizations to become self-sufficient with internal expansion and growth.

For more information email panvivacustomersuccess@uplandsoftware.com