



April 30, 2004

Dear reader,

We hope that you enjoy reading the latest news on content and knowledge management.

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#### [empolis selected for KMWorld's 100 Companies That Matter In Knowledge Management](#)

empolis has been selected by KMWorld as one of the 100 companies that matter in knowledge management in 2004. **KMWorld is the leading US knowledge management publication that annually compiles its list of key providers through discussions with knowledge management practitioners, theorists, vendors, customers, analysts and editors.** The listing appeared in the April issue of KMWorld.

**“empolis has been identified as an important contributor to the knowledge economy because of its leading role in knowledge standards such as Topic Maps and RDF. The company provides business software solutions on its innovative knowledge and content management platform, which is built on standards-based technology to protect knowledge assets,”** explained Hugh McKellar, KMWorld editor in chief.

The KMWorld 100 list was conceived as a way to identify organizations leading the way in the knowledge economy. It was compiled to encourage the broader discussion of knowledge management. Criteria for inclusion varies, but according to KM World Editors, all companies have common success factors. Each has either helped to create a market, redefine one or enhance one, and they all score high on innovation.

“Recognition of empolis by KMWorld acknowledges our “information logistics” strategy, which makes it easy to apply knowledge across an organization whenever and wherever



it is needed to facilitate core business functions such as Customer Support,” said empolis CEO, Bernhard Ribbrock. “By allowing organizations to easily tap into rich information resources effectively and efficiently, we help them to capture additional revenue derived from new products and services, strengthen relationships with customers, and drive efficiencies to lower costs”.

For further information visit [www.kmworld.com/100.cfm](http://www.kmworld.com/100.cfm).



### empolis implements the Corporate Archive Solution for Chancellory of the President of the Republic of Poland

The Chancellory of the President of the Republic of Poland which co-ordinates the President's work has been storing all paper documents, audio and video materials for over the last fifty years. **It needed a solution enabling efficient management and fast and easy access to data. The implemented system was based on the empolis Corporate Archive Solution, a complete IT solution for storing large volumes of documents and data.** The solution allows for document conversion from paper and audio formats into electronic format, provides an advanced system of document classification for fast and easy retrieval, and safe document storage using non-erasable DVD discs. **Therefore it delivers benefits such as: quality improvements, cost reduction, decreased manual efforts and saving time. Information resources available through this procedure create a unique e-library, accessible for both internal units as well as external institutions.**

**The Corporate Archive Solution designed by empolis for the Chancellory of the Polish President is one of the first systems implemented in the public administration sector which is based on open standards and XML.** This approach guarantees the outstanding potential for future developments, as well as collaboration with other systems in compliance with the newest laws, currently waiting for implementation, describing the requirements for data exchange formats between public institutions.

The project was implemented during the last 6 months including design, creation and system implementation.

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### Bertelsmann Foundation relies on empolis knowledge management system: new website launched

empolis has created two new web sites for the Bertelsmann Foundation. **In addition to the launch of a new corporate website, empolis also developed a portal for the subject “Demographic Change in Germany”. Both sites are based on empolis’ knowledge management system and were realised in cooperation with RedDot Solution AG.** For the re-launch of the Foundation's home page the design and concept received a complete make-over and were adapted to the particular knowledge logic of the knowledge management system and directly linked to it. This allowed for a more communicative and flexible design of the site: all of the foundation's projects can now be present with their own integrated page which improves the timeliness and makes access to project results easier. The content is managed by 20 editors with RedDOT XCMS. Each night the information is matched with the staff information system. The portal “Demographic Change” was developed as sub portal within the corporate website. It offers current information about the demographic change in Germany and provides interested parties with studies and project information about the subject. **The information is kept up-to-date via the knowledge management system while the editing and generating is handled via the RedDot content management system. It is the objective of this portal to supply interested ones proactively with information and thereby reduce the answering of questions.**

For additional information please contact [info@empolis.com](mailto:info@empolis.com).



### The e:Service Lifecycle Suite: new version launched

empolis announces the enhanced version of the e:Service Lifecycle Suite (e:SLS) with new advancements in information logistics in the press release dated April 19, 2004. **The e:SLS enables service organizations to consolidate fragmented knowledge and to efficiently retrieve relevant information from disparate data sources. e:SLS is designed to leverage the collective expertise of an organization, and can significantly cut the cost of providing service while improving service quality.**

“As a leading global supplier of advanced solutions for industrial automation, Invensys is constantly evaluating new technologies that we ourselves can use to be more responsive to our customers,” said John Eva, vice president of customer service at Invensys Process Systems. **“With empolis’ knowledge management solution, we believe we’ve found a unique tool that will help us bring our customer technical support capabilities to the next level.”**

This press release and many others can be found at [www.empolis.com](http://www.empolis.com).

### Use the empolis Guided Tour to Successful ROI Strategies and sell your boss on knowledge management!

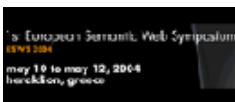
Spend 5 minutes on the empolis Guided Tour to Successful ROI Strategies and learn real-world metrics used to establish the value of KM now.

- » **Are hard-won solutions to your customers' problems forgotten the minute you close the call?**
- » **Are your most expert personnel tied up answering everyday questions?**
- » **Is critical knowledge trapped in a maze of legacy systems and pages of PDF documents?**

If these problems sound familiar, take the Guided Tour to Successful ROI Strategies and find out how to turn your department's frustrations into a winning business case for Knowledge Management. Click here: <http://www.empolis-na.com:8080/start.jsp>

### Events

#### 1st European Semantic Web Symposium - ESWS 2004 Heraklion, Crete, Greece May 10-12, 2004



The vision of the Semantic Web is to enhance today's web via the exploitation of machine-processable meta data. The SDK Project Cluster sponsors this state-of-the-art conference in addition to strengthening European research and industry in the field of Semantic Web and Semantic Web Services. It also ensures for close cooperation between three major European research projects in the area of Semantic Web and Semantic Web Services. SDK promotes the valuable projects' research results to both industry and academia. empolis has joined this endeavour by providing its technological expertise that has been applied to several exciting European Union projects.

empolis is also actively involved in the Semantic Web development process and has delegated Ralph Traphöner as a member of the Industrial Program Committee for the First European Semantic Web Symposium. Interested in receiving first hand information about the newest developments in Semantic Web technologies and how knowledge can be shared with topic maps and ontologies?

Register today at <http://www.esws2004.org/>

empolis - The Information Logistics Company - is the leading supplier of enterprise content and knowledge management solutions. Over 18 years of experience and comprehensive know-how, including substantial knowledge of complex business

processes, build the foundation of our **specific solutions** designed for a multitude of diverse areas of application.

empolis is an **arvato AG** subsidiary, an international media service company and part of Bertelsmann AG. empolis hereby belongs to a unique, powerful network and is directly integrated into the value chain of arvato ranging from Logistic/Supply Chain Management, Customer Loyalty Systems and Service Center Support, professional and customized IT Services, CD-ROM, DVD and Audio CD print and manufacturing. empolis employs 250 people in Germany and five international divisions.

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Your empolis Team

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