



# Knowledge Management Systems: The 2020 Buyer's Guide

## Commercial Considerations

- Has the Vendor Presented a Business Case?
- Does the Vendor Meet Your Customer Support Requirements?
- Has the Vendor Offered A Flexible Commercial Model That Aligns With Your Needs?

## Technical Considerations

- Does the System Utilise AI and NLP?
- Does the System Have Low-Code Integration Capabilities?
- Can the System Easily Integrate With 3rd Party Applications?

## Usability Considerations

- Is the System's UI Easy to Use?
- Does the System Include Features That Encourage Collaboration?
- Is the System Centralised for All Teams to Use?
- Is the System's Hosting GDPR Compliant?
- Does the System Offer Detailed Knowledge Analytics?
- Does the System Include A Customer Feedback Loop?