

Client Success Story

KnowledgeLake helps number-one luxury watch retailer save time

Client Profile

INDUSTRY
Manufacturing

LOCATION
International

World-renowned for its performance and reliability, this century-old luxury watchmaker is a global leader and innovator.

“It has been a wonderful experience working with KnowledgeLake. They’re by far my favorite vendor I’ve worked with this year.”

– IT Project Manager

THE CHALLENGE Before upgrading to the KnowledgeLake Cloud, the company’s document storage was split between numerous databases. Not only were these a pain to manage, but they made finding documents a slow and complex process for users since documents were spread across multiple locations.

SOLUTION When the company decided to move to the KnowledgeLake Cloud, they already had an on-premises KnowledgeLake solution in place for processing and securing documents across multiple locations and departments. Leveraging their Microsoft SharePoint Online investment with the KnowledgeLake Cloud would allow them to replace their numerous file stores and content databases and take advantage of the benefits of having a centralized cloud repository for document storage.

RESULTS

Moving to the KnowledgeLake Cloud has allowed the company to shift their focus from processing their documents in multiple ways to managing them from a single location in the cloud with KnowledgeLake. The company processes nearly 75,000 pages with the KnowledgeLake Cloud each month.

The solution’s intuitive, user-friendly interface has also simplified the process of monitoring document processing and finding documents in the system. KnowledgeLake’s bot technology enables users to search for, view and retrieve documents from Microsoft Dynamics without needing to leave the system they use daily, which has helped with change management considerably. Since the system is both powerful and easy to use, administration is simple. This allows users to dedicate their time to more valuable tasks

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