

SAP Information Sheet
SAP Technology | SAP Cloud Platform

Move Beyond Predefined Processes: SAP® Knowledge Workspace



Summary

SAP® Knowledge Workspace is a collaborative case-board solution to resolve disruptions in the enterprise world. Bring together the data, tools, and experts you need, from alert to resolution. Access relevant data, investigate root causes, synchronize between stakeholders, agree on a solution, and act.

Objectives

- Respond quickly to disruptions and incidents in high-stake enterprise processes
- Access data from multiple sources with parallel enterprise search
- Harmonize data to compare, contrast, share, visualize, and annotate data elements
- Investigate, synchronize, reconcile multiple points of truth, agree on a course of action, and delegate tasks
- Automatically persist cases for best practices and analysis

Solution

- Parallel search for enterprise data, combined with collaboration, analysis, visualization, and workflow tools
- One case board to capture incidents from the emergence of a disruption to its resolution
- Investigation led by data rather than predefined process
- Persistence by case, to define best practices and for machine learning

Benefits

- Fit your workspace around your work, not the other way around
- Access all needed data immediately
- Harmonize data from different origins
- Coordinate across information silos

Learn more

SAP Knowledge Workspace is a solution on SAP Cloud Platform. For more information, visit www.sap.com/knowledge-workspace.



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Quick Facts

Overview

Enterprise planning is an important part of business, but sudden changes in the environment can make plans obsolete, requiring a quick, decisive, and correct response.

SAP Knowledge Workspace creates a single, collaborative case board to assess the situation, evaluate all options, agree on the best decision, and task all necessary actions.

An ideal complement to planning and analytics tools, the solution can be customized to seamlessly combine your real-time data into new cases during critical situations.

The case-based design makes sure you have a seamless virtual situation room to create a shared understanding for all stakeholders across the globe. It becomes your first point of contact and unifier of perspectives from alert to resolution.

It provides you with a rich archive of how work gets done, to improve your best practices and optimize your response to critical situations in your enterprise environment.

Investigate root causes with SAP Knowledge Workspace, synchronize between stakeholders, and implement your decision **before a minor disturbance becomes a major disruption.**



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