

- Social capital** The sum of the resources embedded within, available through, and derived from the network of relationships possessed by an individual or social unit.
- Software escrow** An arrangement in which a software developer places the source code for its applications in the hands of a third party that will make the source code available to a customer in the event that the developer fails. Software escrow gives the customer the option of maintaining mission-critical applications on its own.
- Statistical process control** A benchmarking method based on statistical quality control.
- Strategic services** Processes that directly affect a company's ability to compete.
- Synergy** The benefit derived from the cooperation between two business entities.
- Systems integration** The merging of diverse hardware, software, and communications systems into a consolidated operating unit.
- Tacit knowledge** Knowledge that is unspoken or implied.
- Taxonomy** The classification of concepts and objects into a hierarchically ordered system that indicates relationships.
- Text-to-speech (TTS)** Voice synthesis, using e-mail or other text source to drive the voice synthesis process. Providing an animated character with speech via TTS is more bandwidth efficient than sending voice over the Internet.
- Thought processor** An outline generator that has features beyond those found in a traditional word processing outline program, such as the ability to convert the outline instantly into a graphical flow diagram.
- Total cost of ownership (TCO)** The cost of owning a device or technology, including operating expenses.
- Total quality management (TQM)** A customer-centric philosophy based on constant improvement to meet customer demands.
- Touch point** In the context of knowledge worker relationships management, a point of contact between a company and its knowledge workers.