



Intelligent Content Services

Content is central to every business process and is the lifeblood of employee productivity, innovation, and collaboration. When assessing opportunities to automate processes, many organizations have turned to content management services to capture, manage, and store their enterprise content. However, that's only one piece of the content management puzzle. To accelerate your content solutions, you need to find a technology partner that can bridge content, processes, and people together.

Selecting a technology partner is never easy as there are no one-size fits all. Below you will find the four keys to selecting the intelligent content services partner.

1. Visibility across line-of-business (LOB) systems.

Many organizations have content stored in multiple different systems that are siloed from the broader organization, making it difficult to find information when it's needed. By connecting disparate systems and surfacing content in one centralized system, organizations can improve day-to-day processes and make timely, meaningful decisions to improve the customer experience.

2. Accelerate automation through intelligence.

Digital process automation (DPA), robotic process automation (RPA) and chatbots are showing promise in areas like virtual assistance, application integrations, and digitization of low-value, manual tasks. With all of this automation comes the need to make data and information easily accessible, viewable, and actionable. It is vital to find a partner who can support your broader end-to-end digital transformation strategy.

3. Control over change management and governance.

Administrative frameworks which govern how changes can be made (and by whom) need to be part of your key criteria. With that being said, the tools you use need to provide visibility into all tracking and auditing changes. Additionally, there needs to be a way in which permissions are granted so that more people can be involved, while still maintaining control and governance - and avoiding "application sprawl."

4. Credibility and leadership in process automation.

Low-code development platforms make it easier than ever to build digital solutions, but it can be difficult to know which solution to choose. Solution providers with long-term automation and process optimization experience provide additional value and expertise that when combined with strong technical capabilities, can ensure a greater level of success in achieving your organization's transformation and customer experience goals.

A Trusted Partner in K2

K2, the leader in low-code process automation, enables businesses to connect and manage data from LOBs in one centralized location to provide visibility enterprise-wide. More than 4 million users in over 84 countries, including 30 percent of Fortune 100, use K2 to build powerful apps that connect people, process, and data to accelerate digital transformation. For more information, visit k2.com.