

Softlib – Company Profile

Knowledge On Demand

Softlib is a pioneer and leading provider of Knowledge Discovery and Management software, helping our customers cut costs and accelerate time to resolution in their service, support and helpdesk organizations. Our innovative solutions revolutionize the way service is provided, delivering Self Help to end users or helping agents and experts get to the right knowledge faster through automation, intelligent algorithms and easy to use solutions.

Softlib's iMatch – Automatically Address Repeat Issues in Customer Service/Support:

Research indicates that approximately 80% of the issues reported to the support/service/helpdesk staff are repetitive. Our iMatch automatically match solutions to repeat issues for end users as well as experts while eliminating escalations and reducing time to resolution!

Softlib's iSolve – Virtual Knowledge Base:

Got too much information in too many separate and un-organized information sources? You're not alone. Research shows this is the situation with most organizations. iSolve is the complete solution for federated knowledge management & discovery, combining the following intelligent capabilities:

Guided Search & navigation based on analytics, personalization, dictionaries & data classification

Logical organization of information without moving it around

Add/Share knowledge from one place

Knowledge usage analytics

Our products are installed on thousands of computers worldwide. Among our customers are large financial institutions, telecom companies, technology vendors, insurance companies and government agencies – see sample customers at the bottom.

Established in 2002, SoftLib is a fast growing, privately held company led by a team of experts in the fields of enterprise IT systems and information retrieval. SoftLib is an international company with headquarters in Israel, and offices in the US and Europe.

Sample of our customers:



North America

111 2nd Avenue NE, Suite 900
Saint Petersburg
FL 33701
Tel: +1.727.866.6265
info@softlibsw.com

EMEA

Hondjesberglei 28
B2930 Brasschaat
Belgium
Cell: +32.477.202.911
info@softlibsw.com

Middle East

65 Yigal Alon St.
Tel-Aviv 67433, Israel
Tel: +972.3.5615190
Fax: +972.3.5615189
info@softlibsw.com