

iSolve internal launch by a Manufacturing organization IT department
– Internal Memo

*Below is an internal email launching **iSolve** for use by the IT department of a Manufacturing organization. To protect the privacy of the customer we removed all traces of identification but the remainder of the content is in tact -*

From: Support Services Manager

To: _IT

Subject: Announcing the availability of iSolve: Our IT Knowledge Search Tool !

Team:

Every day we are being challenged to **respond quickly to business needs**. Whether we are **implementing a change** to resolve a network issue or we are trying to **help a user** over the phone with an MS Outlook issue, we need to be able to **quickly find answers and use knowledge** to provide prompt service restoration.

As IT professionals we resort to all sorts of technical knowledge sources such as:

- User forums
- White papers
- Technical documents in PDF, DOC, XLS, etc formats
- IBM Red Books
- CA Green Books
- PeopleBooks and Oracle documents
- Vendor support web sites
- ITSM records for Incidents, Problems and Changes
- Internally created procedures, manuals, policies
- Self-help cheat sheets

Accessing all of this knowledge is challenging because we need to **search across the multiple locations and formats** to find one very specific term or concept. Very frequently we don't even **remember where** exactly that piece of information was stored and we are **forced to research and rework** all over again.

In searching for knowledge we **spend** several very critical **minutes, hours and sometimes days** which in turn **extend** unnecessarily the **time to fix and therefore the downtime** of one user or an entire business function.

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All of this is about to change for us. **iSolve** is a tool we now have to **search and find** our technical knowledge **from multiple locations**, within **multiple formats** and with the ability to **see** all these search **results in one single place**, ready to access and ordered by relevancy.

I want to invite you to start using this great tool. **iSolve** is accessible in many ways:

- 1) You can use the **iSolve Companion** to quickly search for keywords you highlight
- 2) You can enter a search term in the iSolve Companion **Quick Search popup**
- 3) You can go online to the iSolve **search page**

To use iSolve you may want to install the Companion tool which is available for setup by clicking [here](#). You may also go straight to the iSolve search page by going to <http://abcd/iSolve>. Please add it to your favorites!

iSolve's ability to find our documents **depends on us** to feed it with the documentation **we would like it to crawl and index**. Currently we have a document repository that iSolve indexes on a daily basis. This repository is located in the following shared location: <\\abcd\HelpDesk-TechDocs>. If you have documents in your local drive or U drive that you would like to share with the rest of IT, please **feel free to store** them in this folder. We are constantly adding more content so please let us know if there is any specific type of documentation or knowledge, internet source or shared drive you'd like **iSolve** to be able to search and we will work on adding it. Just **contact the Help Desk** with your request.

We hope you find **iSolve** useful. Remember that the search results we get are **as good as the information we feed iSolve**, so always strive for **quality in your documents and ITSM records!** This will benefit all of us.

Thanks

Support Services Manager

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