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Matchett And OutStart Join Forces

OutStart, the learning and knowledge sharing software solution specialist, today announces Matchett as a new partner and customer.



Matchett, a UK learning solutions provider, which will sell OutStart's solutions to organisations across the UK, has also implemented OutStart Participate to address its own knowledge management needs - making Matchett a customer and partner in one.

In its role as a partner, Matchett will offer OutStart Participate across its entire customer base to help them to achieve their business and financial learning and knowledge-sharing goals.

As a customer, Matchett will make use of OutStart Participate for both internal and external, customer facing purposes. Internally, Matchett will create a solution with an 'ask the expert' function and online discussion forums. The goal is to give all employees easy, real-time access to trusted knowledge that will help them to perform their roles more

efficiently and effectively -- enabling support staff to answer customer queries more quickly, and ensuring employees have full access to information regarding business processes and health and safety procedures. For customer facing purposes, the group plans to use Participate to provide a comprehensive online knowledge and support database for all of its customers, which will be rolled out later this year. This will give customers direct access to information, 'how to' guides and product patches for Matchett's whole product range.

Janet Way, chief operating officer at Matchett, says: "Matchett employees have a wealth of knowledge in the learning industry but we are aware that this knowledge is never where you want it, when you need it - it's too often firmly stored within people's heads and their hard drives. We were so impressed with the way OutStart Participate has solved this problem that we purchased Participate for our own use."

Peter Nicol, OutStart's EMEA VP says: "Working with Matchett has been a tremendous opportunity for OutStart. The partnership has given us access to Matchett's expertise, professionalism and experience, as well as to a significant customer-base that can benefit greatly from OutStart's eknowledge solutions. The fact that Matchett is both a partner and a customer can only strengthen this alliance."

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