People are using social technology to collaborate, network, get and share knowledge. It just makes sense in their personal lives—and it makes sense for businesses too.

It’s not a matter of whether your organization should use social media—it’s a matter of how to best leverage it to drive business, reduce costs and increase responsiveness.

Kenexa® Participate, our Social Business Software, integrates social networking, collaboration and knowledge-sharing technologies in a secure, managed environment that makes social media work for your organization.
KENEXA PARTICIPATE

OVERVIEW
With Kenexa® Participate, you can break down geographic, organizational and time barriers that keep employees, customers and partners from the invaluable collective intelligence of your organization, empowering participants to connect, interact, and share their ideas and insights to dramatically improve how you sell, support, deploy and service your products.

KENEXA PARTICIPATE ADVANTAGE
There is a vast difference between social software and social software for business. The first is often a set of independent application features, often open source in nature. The latter is an enterprise-grade social platform with the comprehensive set of capabilities to serve the needs of individual initiatives as well as the organization as a whole. This requires an enterprise-grade architecture, security, permissions, workflow, multiple deployment options and integration with the enterprise ecosystem. If your choice is the latter, Participate is your best fit.

Participate empowers the backbone of your business, people—your employees, customers and partners—to get involved and engaged with one another by sharing insights, experiences and know-how.

FEATURES

ENGAGE WITH EXPERTS
• Participate’s Personal Concierge is your one-stop shop for getting others’ ideas and insights to help you effectively solve problems. The power of the Personal Concierge is both the organic knowledge captured over time and the people behind it—the people with the experience, talent and insight you need.
• Participate intelligently identifies these experts using its Expertise Profiling engine. It then sends your query to the best experts and facilitates the exchange of answers through email. It also captures the solutions so that others can benefit from them in the future.

CREATE AND COLLABORATE
• Participate’s Wiki engine provides a collaborative environment where people can add to and extend work done by others, which means less time is spent re-inventing the wheel and more on moving forward. The collaborative nature results in an acceleration of innovation and development, and information itself is deeper, broader and more accurate.
• Users are not limited to creating content within Participate, nor would people have to change what they are doing to be able to contribute content. With Participate’s out-of-the-box integration for Microsoft’s applications, users can quickly share documents, presentations, spreadsheets and emails using familiar desktop applications.

LEVERAGE YOUR NETWORK
• Participate enables employees and customers to connect and interact with their network of peers and experts and be informed through quick, micro-notifications of where they are, or what they are working on.
• The system helps you connect to people regardless of geographic or organizational barriers, helping you discover hidden talent or valuable business information that you didn’t know existed, while learning from others’ insights and experiences.

START AND JOIN CONVERSATION
• In any office, some of the best business conversations happen around the water cooler. Through informal interactions, people share experiences, get expert advice and share their insights. But in today’s distributed and multi-national world, a single organization has many water coolers—all of them trapped by geographic and physical constraints. What if you had a single, universal water cooler where your entire organization could converge, powered by the convenience of modern web technology so it is accessible anytime, anywhere, by anyone?
• Participate is the universal water cooler where these conversation flow naturally by leveraging the platform’s blogging, discussion, instant messaging, private messaging and email capabilities.

HARNESS THE COLLECTIVE INTELLIGENCE
• As Participate captures people’s conversations, insights, experiences and contributions, it becomes the center for the collective intelligence for your organization. To harness this vast wealth of information, Participate provides intuitive technologies so that users can find information they need using natural language sentences or keywords. They can also filter information by the areas they are interested in, or the type of content they are looking for.
• Users can also stay abreast of new information passively by subscribing to a personalized e-newsletter that provides a synopsis of all new and updated contributions of interest, and/or contribution by individuals the user is following.

GO MOBILE
• With Participate Mobile, traveling or remote employees and customers can use their mobile devices to take advantage of your extended organization’s collective intelligence. They can access the Expert directory, connect to a community, or use email to interact with the system to quickly connect with others who have the know-how to help solve problems or answer questions, as well as share their own experiences and expertise.

WORK BETTER TOGETHER
• Participate Workspaces provides a network of secure online workspaces where you can share files, collaborate on ideas, manage projects and organize virtual interactions. Participate offers all necessary tools in one place online, enabling you to connect the best minds to work effectively across boundaries: internally and externally with partners, customers and suppliers. It connects them regardless of geographic or time barriers and keeps them abreast of what everyone is working on to ensure the entire team is on the same page—and the system captures these insights and ideas so others can benefit and learn from them.

 BENEFITS
• Integrates social networking, collaboration and knowledge sharing technologies
• Provides community-based capabilities
• Fits existing workflows
• Provides granular security and access control. GUI configuration, configurable workflow, crawlers for websites, file systems and RSS, and integration with systems such as SharePoint, MS Office Communication Server and CRM
• Available SaaS

ABOUT KENEXA
Kenexa is in the business of improving companies and enriching lives, because to us, business is personal. Our unique combination of content, technology and services provides the insight and expertise to deliver products and solutions across the entire employee lifecycle. Where other companies focus on just one piece, we focus on bringing all of the pieces together to create the best picture for your company’s success. With every person we recruit, every assessment we administer, every technology solution we deliver, every survey we conduct, every leader we develop and every compensation strategy we support, lives are impacted by our craft.

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