



Enterprise Hive Social Knowledge Solutions

Software Knowledge Solutions for the Extended Corporate Enterprise

Enterprise Hive transforms the power of individual workers in customer communities and vendor organizations in the workplace into vibrant online knowledge-sharing communities. Discover how your company can improve customer service, increase sales and profits, meet and exceed customer expectations and reduce costs to support customers through our Software-as-a-Service (SaaS) business social software solutions.

Enterprise Hive provides premier social business software applications that are designed to meet the needs of customer communities, business partner collaboration communities, employee communities and the extended corporate enterprise. Benefits include:

- Enable information sharing among customers, support staff, product managers and executives
- Provide secure, private community workspaces
- Create communities for observing customer conversation and feedback
- Enable transparency and open communications
- Ensure brand protection through content control
- Deliver high quality services while managing costs
- Partner with an organization that understands your issues and requirements

HiveSocial™

With Enterprise Hive's HiveSocial™ software, corporations:

- Enable online communities and groups as they exist and create new online communities
- Provide public and private communication areas for customer feedback, idea exchange, knowledge sharing and problem solving
- Support information sharing and collaboration among and between customers and staff including product managers, marketing and management
- Increase employee productivity and improve access to information
- Increase customer satisfaction as customers participate in real-time problem solving and feedback
- Increase revenue as employees follow customer conversations and solve customer needs
- Reduce support costs as customers use search tools within communities to find questions asked and answered
- Provide premium content to generate revenue
- Identify and reward influencers and leaders
- Create hundreds of communities and sub-communities without limitation

- Utilize a world-class solution with no user fees or limit on the number of users
- Solve collaboration and communication challenges created by virtual work environments and knowledge worker requirements
- Capture important information that might otherwise be lost

HiveSocial Now™

With HiveSocial Now™ software, companies can set up service-bureau type arrangements with customers and to host collaborative communities:

- Quickly implement template-based collaboration communities
- Address collaboration for partners, customer implementation projects and product management
- Provide community access from the larger corporate site
- Provide full administrative control to customers if desired
- Generate new or additional revenue
- White label or OEM agreements are available

HiveMind™

HiveMind™ brings context and perspective to data through its patent-pending architecture. HiveMind™ is a web services application enabling individuals to organize data and find information. Only with HiveMind™ can you organize data to support knowledge networks to:

- Support data-driven decisions
- Enable competitive analysis of market trends
- Enable peer driven networks and collaboration
- Identify vendors and vendor products for specific markets

Services and Support

Enterprise Hive offers a full range of services and support for each social knowledge solution. Enterprise Hive:

- Provides a project manager for every implementation
- Works with you to ensure your success
- Delivers training and support with every implementation
- Provides a dedicated team of professionals with in-depth experience in social business software for higher education, customer communities, associations and non-profits
- Offers professional services including strategic planning and community management
- Personalizes each community implementation to meet your organization goals
- Provides top tier hosting and support services

For more information visit our website at www.enterprisehive.com or contact us as sales@enterprisehive.com