



Knowledge Server

Improving knowledge delivery through
superior technology

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Helping companies achieve operational and financial goals for over 25 years.

Corporate Information

SydneyPLUS is a leading developer of knowledge management solutions. Since 1977, we have partnered with some of the world's top businesses—including Fortune 1000 companies, law firms, pharmaceutical and biotech companies, financial services firms and government agencies—to improve knowledge delivery and achieve business and organizational results.

Using our tools, companies put information to work across the enterprise. Whether our solutions are used to manage the corporate library of a multinational law firm, a database of experts for a pharmaceutical company, or digitized special effects for a film production company, [we help organizations benefit from their high-value knowledge assets—reducing costs, enhancing revenues and dramatically increasing efficiency.](#)

Knowledge Management

SydneyPLUS enables businesses to use their knowledge assets to reduce costs and increase revenue

Generate value with our knowledge management application

Businesses that can acquire, manage and disseminate information quickly and effectively have a competitive advantage. When knowledge management is a key component of a company's culture, it creates value by bringing together people, software and processes.

Meet key business goals

Leading organizations are using SydneyPLUS for MS-SQL & Oracle to increase collaboration amongst staff, improve customer service, eliminate redundant processes and enhance productivity.

Library Automation

The world's leading solution for business libraries, SydneyPLUS is used by hundreds of companies to generate value from their knowledge resources—by reducing costs and improving efficiency.

Designed exclusively for special libraries, SydneyPLUS is the system of choice for business, legal and government librarians. It empowers end users, contributes to the organization's financial success and leverages new technologies and existing resources to their full potential.

Meet key organizational goals

Flexible and adaptable, SydneyPLUS is used in a wide range of working environments to deliver information to users quickly and efficiently—and to help organizations achieve their business goals.

SydneyPLUS enables you to:

- Retrieve and use knowledge more efficiently
- Achieve corporate goals of improved efficiency, reduced costs and increased revenues
- Manage your library or information centre more effectively
- Minimize the cost of owning and operating knowledge management software
- Generate value

Knowledge Management

System Architecture

Industry-standard architecture reduces cost of ownership

Our knowledge management system provides the infrastructure you need to maximize the value of your information resources. SydneyPLUS for MS-SQL & Oracle uses advanced system architecture based on industry-standard SQL technology. You can easily integrate the system into your existing network architecture, eliminating the cost of supporting proprietary technology, and reducing your total cost of ownership.

Minimal bandwidth needed

Thin-client architecture improves efficient information sharing, making the system ideal for global deployment, Internet use and WAN connections. With its small network footprint, there is no need to purchase extra bandwidth. The system's use of XML further improves its efficiency, making it easy to integrate data from outside sources.

Robust reporting tools

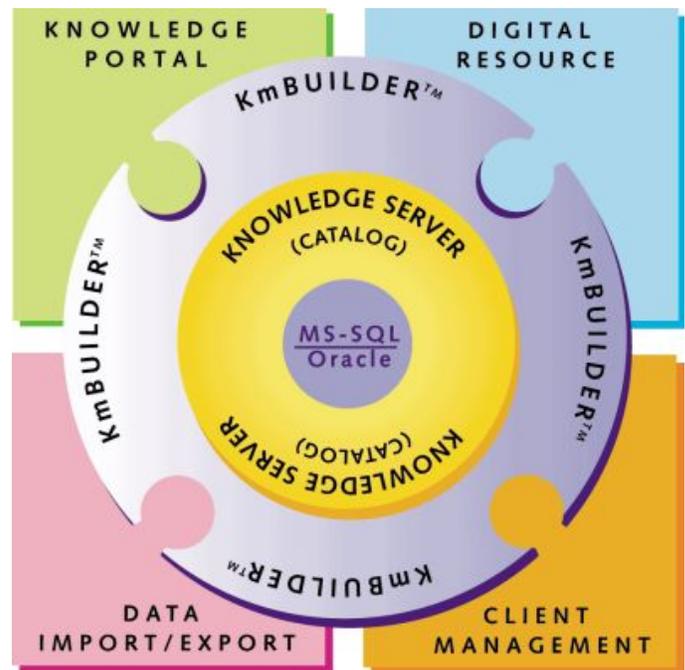
SydneyPLUS's open architecture means that it can use any third-party ODBC-compliant reporting program, including Crystal Reports. This significantly reduces the cost of ownership while ensuring full functionality and flexibility.

Integrated modules improve efficiency, reduce costs

SydneyPLUS is a completely integrated solution. Information entered in one area is immediately accessible throughout the system. It is also modular, you can purchase only those parts that you require—saving costs as well as simplifying implementation. Choose the modules needed by your organization, including those modules available through our library automation solution.

Easy to integrate

With its extensive use of XML, SydneyPLUS can easily integrate data from outside source. This enables greater information sharing between systems, offering the benefits of an open and non-proprietary technology, and leverage existing skills and technology.



Knowledge Management

Knowledge Server

Powerful and flexible, the Knowledge Server improves efficiency by creating an information resource tailored to the exact needs of your organization.

Information alone is not enough—to ensure your organization saves time and money your users need to be able to quickly and accurately find the knowledge resources they need. Paired with the SydneyPLUS Windows client or Knowledge Portal, the Knowledge Server provides powerful, Boolean search capabilities.

The backbone of the SydneyPLUS knowledge management system, the Knowledge Server is an essential tool for managing information resources. With its unprecedented flexibility, this knowledge repository keeps track of any item imaginable. The result is a robust consolidation of your information resources that improves staff efficiency by helping employees make better decisions, faster.

Basic features

- Centralize a variety of information resources under a single search and retrieval system
- Improve efficiency thanks to a simplified process for importing data in a variety of formats, including XML
- Eliminate redundant data entry by using a single office-wide database
- Make it easy for users to find information using authority control to automatically categorize documents

Basic features

- Intuitive interface makes entering and searching for data quick and easy
- Search data using any field in the system
- Configurable hit-list displays let you see the data you need to evaluate search results
- Advanced search features include:
 - Boolean search over multiple terms and fields
 - Nested searches
 - A wide array of search operators (keyword, phrase, range search, etc.)
 - Automatic sorting and sub-sorting
 - Ability to further prune/refine search results
 - Ability to save search parameters, making complex but frequent searches easy to repeat
- Easily access linked or related records from the current record
- Administrators can control access to databases, templates and even specific fields. Highly flexible security feature can adapt to almost any corporate structure

Pervasive problem solutions

- Integrating electronic resources: Our web Link field allows you to attach an Internet or Intranet address directly to a catalog record. SydneyPLUS's Document Management module allows you to attach any type of electronic file directly to a catalog record. You can also index the contents of Word, PDF and other electronic documents, allowing your users to search the contents directly from the SydneyPLUS interface
- Creating reports: SydneyPLUS is compatible with a wide range of 3rd party ODBC report editing and creating software. These sophisticated programs can be easily obtained, and training in their use is widely available

Knowledge Management

Knowledge Portal

Intuitive and easy to use, the web-based Knowledge Portal reduces costs by maximizing the value of your internal information resources and enabling your users to find the information they need.

Information and knowledge assets are only valuable if they are easily available. Your users must be able to quickly find the information they need—and not hundreds of irrelevant search results—when they need it.

The Knowledge Portal puts information at your fingertips. A single point of access to your firm's information resources, it enables users to locate information—fast. With 24/7 access, 365 days a year, the module is a significant tool in increasing your return on investment in knowledge resources.

Basic features

- Access your entire SydneyPLUS database over the Internet
- On-line data updated at the same time as regular SydneyPLUS data
- Simple search interface provides easy-to-use access, while a more complicated Boolean search interface is available for detailed searches
- Standard web-page style interface is familiar, and easy for users to learn
- Inexpensive way to promote and access resources across company infrastructure or around the globe
- Fully compatible with firewalls and other network-security measures

Pervasive problem solutions

- **Web interfaces that provide only limited search capabilities and access:** SydneyPLUS Knowledge Portal provides all the search functionality of a Windows interface, and can be used to access any of the information stored in the database
- **One-way communication, no way for users to communicate to knowledge worker staff from website:** SydneyPLUS Knowledge Portal allows users the ability to submit information and circulation requests through the Knowledge Portal. These requests can be directly added to the Client Request Management database, turning the Knowledge Portal into a truly interactive research tool for your users

Advanced features

- SydneyPLUS Knowledge Portal has a fully customizable appearance. An easy-to-use graphic interface allows you to change color schemes and customize graphics, creating a site that mimics or fits into the current look and feel of your corporate site. Alternatively, the output pages are generated using ASP code, which your IT department can integrate directly into your current website, eliminating the need for a separate Knowledge Portal site
- The Knowledge Portal accesses the same data as the regular SydneyPLUS interface. All changes and customizations that you make using kmBuilder™ are automatically reflected and incorporated into your on-line data
- Customize Knowledge Portal's appearance for individual users. You can utilize security and cache settings so that when individual users log-in to the system, they see their own, personalized version of the site, with the data and resources most relevant to them prominently displayed

Knowledge Management

kmBuilder™

Create a web-ready database customized to your exact needs—saving money on external development costs and providing your organization with the information crucial to meeting its business objectives.

Can a non-programmer create a powerful web-enabled database in less than a day? Yes—with kmBuilder™, a tool that allows anyone to quickly and easily create a custom database.

With kmBuilder™, anything is possible. Create a database of judge profiles, technical diagrams, aircraft components or clinical trial results—whatever the content, your organization can use customized databases to fully leverage the value of its knowledge assets.

No matter what your industry, your organization will maintain a competitive advantage by accelerating its ability to find and share information.

Basic features

- Save costs by creating the exact database you need—without hiring external consultants or programmers
- Improve staff efficiencies by modifying your knowledge management application to suit your workflow
- Uniform interface across all parts of the system allows you to train new users quickly and easily
- Organize data to your organization's specific needs and present it in a way that is meaningful to your audience

Pervasive problem solutions

- One size fits all solutions: Most of the time customers have to work around the structure and limitations of database/information-management systems. Our software can adapt to you. SydneyPLUS can be modified to meet workflow requirements and structure that works best for you, not us
- Multiple language support: International companies need to be able to incorporate records using other languages. SydneyPLUS takes advantage of Unicode support in SQL and Oracle, allowing foreign character sets to be used in the database. Customizable field names and system messages allow the system itself to be available in multiple-language configurations

Advanced features

- kmBuilder™ allows non-programmers to create complex, internet-ready information management tools quickly and easily
- Quickly adapt the database to store and track information on any type of item or resource you wish to use
- Make on-the-fly changes to your database. Rapidly changing environments sometimes require you to make massive changes to your systems. kmBuilder™ allows you to totally restructure your SydneyPLUS database, without long downtimes or complicated data-migration to the new structure

Knowledge Management

Client Management

The Client Management module improves efficiency by accelerating response time to information requests, eliminating redundant activities and tracking research time and costs.

Smart organizations eliminate redundant or non-value-added activities. If multiple users make the same information request, for example, this duplication of research effort costs time and money. The Client Management module eliminates duplicate research effort and improves staff efficiencies. It builds a database of commonly asked research questions (including the answers and their sources), which in turn minimizes research time. It also allows the knowledge center to make more informed purchasing decisions based on an understanding of what type of knowledge and research is most frequently requested by clients.

Basic features

- Record and track status of your client's requests
- Produce reports to monitor reference desk statistics (quantity of requests, time spent, etc.), allowing you to manage time and resources more effectively
- Quantify workload and demonstrate the value of reference staff/resources

Pervasive problem solutions

- **Manage charge-back from research:** Track research statistics such as time spent and costs incurred (for new materials, etc.) for inclusion in billing
- **Reduce duplication of effort:** Build a database of answers to frequent questions, eliminating the need to repeatedly look up the same answers to common queries. Also record the source of information, allowing staff to bypass the task of locating the proper resource
- **Users enter their own requests:** Users can enter request information over the Internet, eliminating the need for them to come to the reference desk. This also removes the need for your staff to enter request information themselves after taking the request orally
- **Evaluate external data sources:** Produce reports on costs and frequency of use for external data sources. Make sure you're getting your money's worth from your vendors

Advanced features

- Use kmBuilder™ to customize and update the templates so they fit your organization. Include the data and statistics that are relevant to you, and adjust the order and presentation to meet your workflow
- When users place a request for an item from the Internet, the details of the item (ISBN or ISSN, Call Number, etc.) can be automatically included in the notification sent to the reference staff
- Requestors can check on the status of their requests by logging in to the Internet client; no need to call the reference desk and take up your staff's time with update requests

Knowledge Management

Digital Media Interface

Today, knowledge resources are often virtual. In addition, to stay competitive, smart organizations ensure that they have the ability to take full advantage of these evolving resources.

The Digital Resource module integrates websites, electronic files, digital audio and video clips and more. This ensures that knowledge assets are available when needed—maximizing their ultimate value.

Basic features

- Enhance value of information on the web, Intranet or other internal databases
- Improve speed of information retrieval by auto-indexing Word and PDF file content
- Centralize diverse information resources under a single search and retrieval system
- Link records to electronic files. *SydneyPLUS* allows you to link a record to any type of electronic file. This file can be automatically added to the database, or it can reside separately from the database. You can also automatically launch the file directly from the *SydneyPLUS* record

Pervasive problem solutions

- **Knowledge workers must re-enter meta-data:** Even though files often contain data on authors, subjects and other details, this data must be re-entered when the file is added to the database. When a file is read into the *SydneyPLUS* database, the meta-data is automatically detected and added to the record
- **Users can only search on a limited set of meta-data:** Because other systems only allow you to attach files to catalog records, your users are limited to searching those records to find files. *SydneyPLUS* uses full text searching, allowing you to keyword the entire contents of MS-Office or PDF files, so your users can locate any documents that contain data relevant to their needs

Advanced features

- Have a full-text library at your fingertips. With the Document Management template, your catalog itself becomes a valuable information resource. More than just being able to see what documents are available, your users will have direct access to them anywhere your *SydneyPLUS* program reaches. With the addition of the Knowledge Portal, which makes the database Internet capable, this could be anywhere in the world
- Make your system an information distribution point. With the ability to place documents in your database and keyword their contents, you can use your catalog to disseminate important information across your organization

Knowledge Management

Data Import/Export

All too often, useful information exists in isolated pockets. Staff from different departments end up performing duplicate tasks to keep their systems current. The resulting inefficiency places an extra burden on employees, who are already pressed for time to devote to high-value activities.

The Data Import/Export module makes it easy to share information across your company. With its ease of implementation and flexible data-sharing capabilities, this module will help your organization save valuable time and see a quick return on its knowledge investment.

Basic features

- Import relevant data records into your SydneyPLUS database, like personnel and suppliers, and keep them up-to-date with minimum effort

Pervasive problem solutions

- **Sharing data with other departments and applications:** With the option of exporting data to XML, SydneyPLUS allows you to easily share data across applications used by different departments. For example, acquisitions records can be exported to XML and loaded into the accounting department's software of choice
- **Integrating data from external sources:** Data from other departments and organizations that is relevant to your library can be easily incorporated into SydneyPLUS. We can import information from any software that can export to XML

Advanced features

- All changes to the data structure are immediately applied to the export feature. All your customized templates and fields can be exported without further modifications to the system

Library Automation

System Architecture

Industry-standard architecture reduces cost of ownership

Our knowledge management system provides the infrastructure you need to maximize the value of your information resources. SydneyPLUS for MS-SQL & Oracle uses advanced system architecture based on industry-standard SQL technology. The system easily integrates within your existing network architecture, eliminating the cost of supporting proprietary technology and reducing your total cost of ownership.

Minimal bandwidth needed

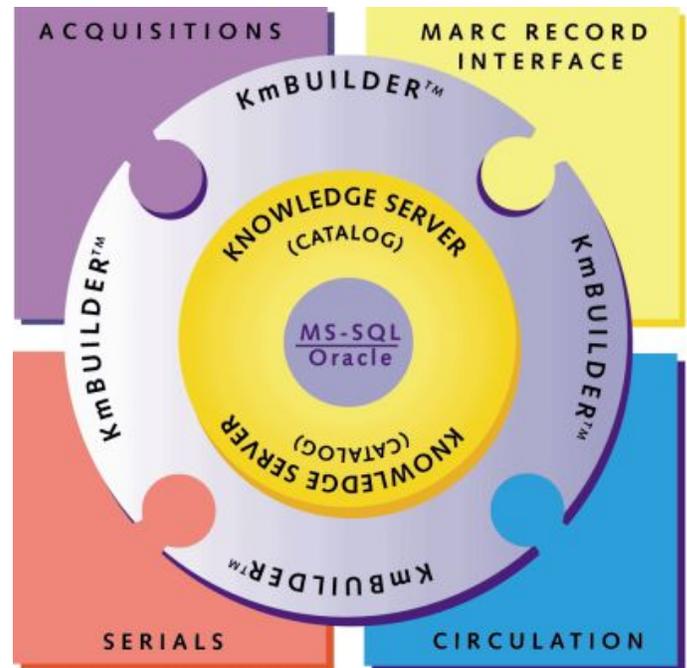
Thin-client architecture improves efficient information sharing, making the system ideal for global deployment, Internet use and WAN connections. With its small network footprint, there is no need to purchase extra bandwidth. The system's use of XML makes it easy to integrate data from outside sources.

Robust reporting tools

SydneyPLUS's open architecture means that it can use any third-party ODBC-compliant reporting program, including Crystal Reports. This significantly reduces the cost of ownership while ensuring full functionality and flexibility.

Modules improve efficiency, reduce costs

SydneyPLUS is a completely integrated and modular system. All data entry functions have been streamlined, and information entered in one area is immediately accessible to all other modules and users. Because separate modules address each function of the library, you can purchase only those modules that you require. Yet, you can add additional modules at any time. In addition, by incorporating the modules available through our knowledge management solution, you can transform your library into an opportunity- and revenue-generating resource.



Library Automation

Knowledge Server

The Knowledge Server is used to create your library catalog. Powerful and flexible, the Knowledge Server improves operational efficiency—enabling the creation of an information resource tailored to the exact needs of your organization.

Information alone is not enough—to ensure your organization saves time and money, your users need to be able to quickly and accurately find the knowledge resources they need.

The backbone of the SydneyPLUS system, the Knowledge Server is an essential tool for managing information resources. With its unprecedented flexibility, it can catalog any item imaginable. The result is a robust and dynamic storehouse of information resources that improves staff efficiency, helping employees make better decisions, faster.

Basic features

- Centralize a variety of information resources under a single search and retrieval system
- Improve efficiency thanks to a simplified process for importing records in either XML or MARC and by automatically generating authority headings
- Eliminate redundant data entry by using a single office-wide database
- Categorize information with robust authority controls so users can easily find what they need
- Drop-down lists and authority terms let administrators control data entry
- Easily access and edit any child record from its parent
- Enhance the value of the catalog by linking virtually any digital file to a record

Pervasive problem solutions

- **Integrating electronic resources:** Our Web Link field allows you to attach an Internet or Intranet address directly to a catalog record. SydneyPLUS's Document Management module allows you to attach any type of electronic file directly to a catalog record. You can also index the contents of Word, PDF and other electronic documents, allowing your users to search the contents directly from the SydneyPLUS interface
- **Static content provides no feedback to users:** With SydneyPLUS, users can check their circulation status (reserves, holds, titles currently signed out by them and their due dates), and view the status of their information requests
- **Limited text storage:** The SydneyPLUS memo field is capable of storing and indexing up to a gigabyte of text

Library Automation

Serials

Serials are one of the largest investments a company makes in knowledge resources. Many large firms spend hundreds of thousands (if not millions) annually on paper and digital subscriptions, yet they have no way of tracking whether this is money well spent.

The Serials Module is a powerful tool for simplifying serials management. Clients who use this module invariably report that they have reduced costs and freed up staff time to focus on higher-level tasks. They also report that they have saved money by finally being able to identify and eliminate duplicate, unauthorized or unread subscriptions.

Basic features

- Automates labor-intensive serials tasks.
- Manages:
 - Publication schedules
 - Subscriptions and Renewals
 - Copies, including different copy types (routing, keep, bound, etc.), and location specific copies
 - Issue check-in and Claims
 - Routing slips
- Communicates issue/copy availability to users (via Holding Summary).
- Produces reports tracking issue/copy use, claims, etc.

Pervasive problem solutions

- **Adapts to any publication schedule:** Near-limitless flexibility allows you to track any publication schedule, no matter how unique or irregular
- Not only can you track and update unique publication schedules, you can carry those changes forward to each new subscription, eliminating the need to re-enter or re-adjust the data
- **Track multiple publication formats from the same record:** You can track both paper and electronic (or other format) versions of a serial all on the same record
- **Management of serials budget:** Our program offers total interaction with our Acquisitions module, allowing users to track and update costs, budgets, and deposit accounts, as well as claim late or missing issues
- Manage e-journals and other electronic publications as quickly and easily as conventional serial publications

Advanced features

- Manage an entire title from a single interface. Track all bibliographic, publication schedule, subscription, copy, issue, and holding information from a single record.
- Use kmBuilder™ to customize templates. This allows you to store data relevant to your organization's records and workflows. Rather than making you conform to the system, SydneyPLUS adapts to your needs

Library Automation

Acquisitions

The Acquisitions module improves purchasing decisions and helps you better manage costs through detailed reporting on the financial operation of your information center.

It is essential to manage costs, keep an eye on the bottom line, and make better use of purchasing dollars, but you can only manage that which can be measured.

The Acquisitions module is a powerful financial tool. It improves purchasing decisions because it lets you efficiently track and manage costs. One of our clients, for example, found cost-savings of 10 percent after using the Acquisitions module to manage subscriptions. Flexible and adaptable, the system also promotes conscientious spending by tracking purchases at the agency, department, individual and project level.

Basic features

- Record keeping (track orders, invoices, etc.)
- Create multi-item orders
- Budgeting, tracking costs centers (accounts) and expenses
- Automate ordering process and cost tracking.
- Manage receiving
- Claim late orders
- Produce reports to track costs, budgets, claims, etc
- Order and claim reports can be directly emailed to suppliers

Pervasive problem solutions

- **Track vendor performance:** Produce reports on orders and claims that allow you to evaluate your suppliers and spot delinquent vendors
- Aid collection development by tracking costs
- Keep controls on your purchase process to prevent double-payment of orders or un-requested items
- **Track requested items:** Associate a requestor name with an order or specific item
- **Track non-collection orders:** Track orders for items that are not destined for your collection (requested for private use). This can also be used to track non-bibliographic orders, for supplies such as spine labels
- **Split costs:** Track cost even when split over multiple accounts or cost centers, by either a designated portion or a cost-per-copy method
- **Customized cost tracking:** Use our Cost Center structure and kmBuilder™ to customize your cost tracking information. We can adapt to any cost tracking scheme your organization uses
- **Integrate with the rest of the system:** Have on-order items appear in your catalog, complete with order status. Track and claim serial issues.
- Reconcile budget and balances

Advanced features

- Adjustable workflow: kmBuilder™ to adapt the system to your workflow, customizing templates to meet your procedures and needs

Library Automation

Circulation

The Circulation module reduces costs by streamlining information sharing across the enterprise.

Organizations invest in information—in books, reports, journals and other resources—but this investment only has value if it is used and shared. Information can also be expensive, and organizations need to ensure that their knowledge investment is spread among as many users as possible.

The SydneyPLUS Circulation module addresses these two key business needs. It streamlines the information-sharing process, improving the availability of resources because their exact whereabouts are always known. It directly contributes to reduced costs, as acquisitions budgets can be stretched when resources are more effectively shared with greater numbers of users.

Basic features

- Perform all basic transactions (check-in, -out, reserve, hold) with a single mouse click
- Track statistics and produce reports on resource use
- Check-in and -out operations can be configured to use either manual data entry, or barcode reader (for high-volume)

Pervasive problem solutions

- **Complex interfaces slow down the circulations desk:** Our single-screen interface allows users to access all circulation functions from one location, making even a diverse series of transactions quick and efficient to process
- **Frequent circulation transactions take staff's time away from other duties:** SydneyPLUS can be configured to allow library users to enter their own checkout transactions. Staff can devote their time to other duties, and batch-process check-in transactions at their convenience
- **Efficient to process overdues electronically, but still time consuming to manually follow-up with phone/fax/email/memo:** SydneyPLUS reports can be configured for automatic distribution by email. Simply run the overdue notice (or equivalent) report, and notices are immediately emailed to all users with current overdues
- **Difficult to prove value of collection:** The circulation module tracks statistics and information on usage and popularity of resources, allowing librarians to quantify the value of resources and services

Advanced features

- Upload remote transactions automatically to track transfer of materials outside the library
- Keeps circulation records up-to-date
- Configurable for use with barcode scanner.
- Allows users to back-up transactions if main system is unavailable (e.g. network failure)

Library Automation

MARC Record

The MARC Record Interface saves time and costs when creating a high-quality and accurate catalog of your organization's knowledge resources.

Your online catalog is the most visible aspect of your library, so the sooner it is up and running, the better. The MARC Record Interface ensures fast implementation, high quality records and reduced costs compared to manual data entry. The result is an up-to-date and accurate catalog quickly available to your users.

Basic features

- Converts downloaded MARC format records into *SydneyPLUS* formatted records
- Populate your catalog with high quality (AACR 2) bibliographic records without entering any data manually
- Mapping table allows you to route data to the *SydneyPLUS* field of your choice, and can manipulate data to better fit your formatting requirements
- Preview records before saving them to ensure data integrity
- Create new records, or match and overwrite existing records in the system. Record matching can also be used to prevent duplication
- Use the mapping table to route records to the appropriate *SydneyPLUS* template automatically

Pervasive problem solutions

- **Acquisition of detailed records:** Our MARC interface includes our Z39.50 search engine. This feature allows you to search for existing MARC format records and download them directly into your *SydneyPLUS* database. Cataloging has never been simpler
- **Differing MARC standards between sources:** Not all MARC records adhere to the same standards. *SydneyPLUS* lets you create and maintain several different mapping tables, allowing you to pull MARC records from a variety of sources

Advanced features

- You can import MARC data to your customized templates. The mapping table can send information to any *SydneyPLUS* field or template, even one you have created using *kmBuilder™*

Library Automation

Full MARC Catalog

Some databases are required to keep their records in MARC format. For those users we have our Full MARC module. This module allows you to take advantage of both the high precision and universality of MARC records and the advanced functionality of SydneyPLUS.

Basic features

- Populate your catalog with high quality (AACR 2) bibliographic records without entering any data manually
- Mapping table allows you to route data to the SydneyPLUS field of your choice for display purposes
- Preview records before saving them to ensure data integrity
- Create new records, or match and update existing records in the system. Record matching can also be used to prevent duplication.
- Use the mapping table to route records to the appropriate SydneyPLUS template automatically

Pervasive problem solutions

- **Acquisition of detailed records:** Our MARC catalog includes our Z39.50 search engine. This feature allows you search for existing MARC format records and download them directly into your SydneyPLUS database. Cataloging has never been simpler
- **Keeping MARC and non-MARC data in the same database:** SydneyPLUS allows you to have both MARC and non-MARC templates in the same database. You can even have mixed MARC and non-MARC records. Have catalog information in MARC format, and link it to non-MARC style inventory and acquisition information

Advanced features

- You can import MARC data to your customized templates. The mapping table can send information to any SydneyPLUS field or template, even one you have created using kmBuilder™



Contact Us

Interested in finding out more about how Sydney*PLUS* can help you maximize the value of your knowledge assets?

To learn more about Sydney*PLUS* and the software solutions that we provide, visit us at:

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