

Biotechnology and life sciences products are complex and expensive to discover and develop, a process that can take years. At every step along the way, knowledge is created. That knowledge needs to be preserved, kept confidential, and shared effectively. Often, the difference between success and failure boils down to knowledge management.

Knowledge management (KM) is the field that delivers strategies, business processes, information architectures, organizational change, and leading technology tools for managing knowledge. When done correctly, KM can enhance innovation, shorten product development cycles, enable collaboration, ensure compliance, reduce costs, and improve decision making.

Iknow LLC has worked with some of the world's most innovative biotechnology and life sciences teams to design and deploy KM programs. With the benefit of our continual engagement with life sciences clients globally, we contribute insights and deliver solutions that add tremendous value. **We make knowledge work for you.**

Iknow Offers a Portfolio of Knowledge Management-Focused Consulting and Systems Integration Services

Strategy Services

KM Strategy

Knowledge Audit
Current-State Assessment
Business Requirements Collection and Confirmation
Strategy and Roadmap
Benchmarking

KM Processes and Governance

Processes, Policies, and Procedures Development
Governance, Roles, and Organization Design

KM Program Renewal

KM Renewal

Knowledge Sharing and Decision-Making Services

Expertise Location
Collaboration
Communities and Social Networking
Business Decision Analysis, Mapping, and Documentation
Analytics and Big Data
Knowledge-Enabled Process Design

Culture and Change Management Services

KM Value Analysis and Business Case Development
KM Performance Management, Metrics, and KPIs
Rewards and Recognition Programs
Cultural Change Management
Training
Operational Support for KM Program Rollout

Technology Services

Current-State KM Technology Assessment
Technical Requirements Collection and Confirmation
Technology Evaluation, Selection, and Pilots
Software Product Installation, Configuration, and Customization
Solution Design, Development, Implementation, and Integration
Ongoing Maintenance and Support

Content Services

Content Strategy

Content Audit
Content Strategy Development
External Content Strategy, Sourcing, and Rights Management
Content Governance and Lifecycle Management
Content Migration and Enrichment

Information Architecture

Taxonomy and Metadata Development
Findability and Search

Knowledge Capture

Knowledge Capture and Representation
Institutional Memory



About Iknow

Iknow LLC is one of the world's leading management consulting, and systems integration firms in the field of knowledge management. Iknow helps organizations capture, structure, and apply their data, information, and knowledge to improve performance and achieve their mission.

Iknow in the Mid-Atlantic Region

Iknow has a strong relationship with the biotechnology and life sciences sector in the Mid-Atlantic Region. We have experience in knowledge-intensive R&D, manufacturing, and commercialization functions, including:

- Drug Discovery
- Drug Development
- Medical Affairs
- Regulatory Affairs
- Scientific Affairs
- Manufacturing
- Marketing
- IT, Sales, Legal

Learn more at:
Iknow.us/bio



Iknow Differentiators

- **Deep knowledge management domain expertise.** Iknow has a successful, 15-year track record in KM. Iknow’s engagement directors and senior consultants have run leading KM organizations and have consulted with many Forbes Global 2000 companies, governments, and major nonprofit organizations. Our consultants have KM strategy, analysis, planning, and implementation skills.
- **Best-in-class KM methodologies and tools.** Iknow uses proven, best-in-class approaches to quickly identify high-value improvement opportunities
- **End-to-end, best-fit KM solutions.** Iknow designs and implements custom solutions that meet our clients’ specific requirements
- **Personal approach.** Iknow is recognized for its commitment to get the job done right! Clients trust us to handle their difficult knowledge challenges.

Past Performance

Iknow has conducted over 200 assignments for pharmaceutical and biotechnology companies, other small, medium, and large commercial companies, U.S. federal, state, and local governments, foreign governments, and NGOs/nonprofits in more than 20 industry sectors on four continents. Some of our clients include:



Points of Contact

Iknow serves the companies in this sector through two local offices:

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