

## Corporate knowledge

**Bring corporate information  
to one secure location**

**Improve communications across  
multi-branch retail outlets**

**Monitor the transfer of  
information and knowledge**

BusinessEdge corporate knowledge  
key functions:

**Central store of  
corporate information**

**Multi-task management**

**Contact directory**

**Knowledge base and  
corporate manuals**

**Document management**

**Audit and compliance monitoring**

**Notice board**

**Ability to integrate to  
back-end systems**



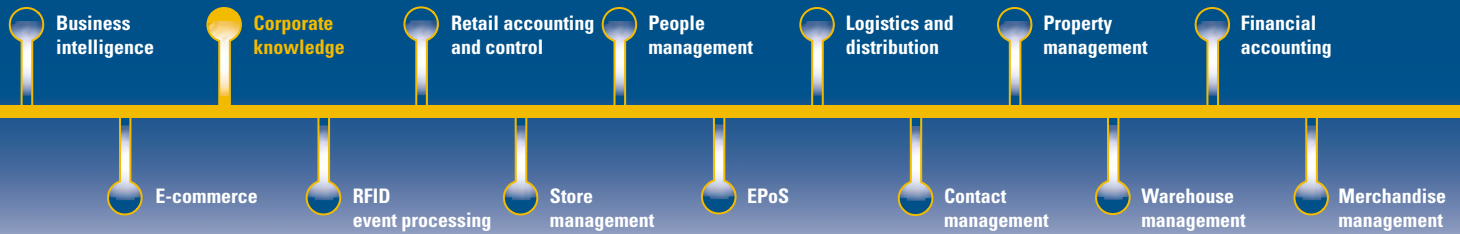
Retailers are under immense pressure to reduce costs without compromising best practices. With a widely dispersed workforce the dissemination and publication of corporate information can be a costly business. So you need processes in place to help your organisation inform, distribute, communicate, collaborate and manage information in the most effective way.

BusinessEdge for Retail provides intranet, extranet and website solutions to harness corporate knowledge, improve collaboration and monitor compliance, allowing for more streamlined retail communications within multi-branch, multi-channel and multi-national retailers. Information from back end systems – such as EPOS and payroll – can also be collated and presented to the right people throughout the organisation in a structured and secure way.

Deployed as an extranet, with security access, BusinessEdge for Retail corporate knowledge solutions can develop closer integration with your suppliers and deeper relationships with your customers.

Savings can be made by automating procedures to improve efficiencies and by streamlining business processes to increase personal productivity. Legal requirements can also be met by ensuring that regulations are received and understood.

BusinessEdge for Retail corporate knowledge solutions eliminate the need to print and post; keep everyone informed; monitor compliance and provide a forum for sharing ideas. They are as easy to use as the internet.



## *BusinessEdge for Retail applications connect to the enterprise service bus for integrated business processes and management information*

Reg Vardy

**“Quick adoption of the software and the rapid time to market confirms that they are robust, integrated, industrial strength applications.”**

*Howard Woolgar,  
Group IT Manager,  
Reg Vardy*

BusinessEdge for Retail corporate knowledge solutions extend from personal information management, such as diaries, meeting planners, contact management and messaging, through project space and document stores to corporate knowledge bases and internal and external publishing.

Modules include:

**Personal organiser** – an effective tool for planning workloads, including managing diaries and meetings.

**Contact management** – supports the development of relationships with individuals and businesses.

**Task management** – manages task/communication flow and provides the backbone for person-to-person and person-to-group automated processes.

**Notice board** – communicate news and events to local or remote users.

**Manuals** – makes corporate hand books, guides and publications available to all.

**Document management** – stores and manages any type of document or electronic media asset.

**Knowledge base** – stores unstructured corporate knowledge and intelligence, with continuous improvement cycle.

**Collaboration** – extends functionality to project teams and external users.

**Helpdesk** – enables formal incident management, including monitoring of SLAs.

**Assets** – provides a sophisticated logging and management systems of variable and fixed assets.

**Search facility** – scan the entire system in a couple of seconds.

**Security** – all features are backed by a comprehensive security model allowing all of a multi-site retailer’s information management needs to be addressed.

Corporate knowledge is a best of breed solution in the BusinessEdge for Retail suite, which easily adapts to fit your business needs without incurring long implementation times or delays in achieving a return on investment. All application modules share Progress® OpenEdge™ as the underlying technology platform and integrate together or with existing systems via the world’s leading enterprise service bus, Sonic ESB®, in order to minimise integration time and cost.

### Finding out more

You can check out some of our retail successes at [www.progress.com](http://www.progress.com) or contact Marketing Unit on 0845 665 2754  
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