

KnowledgeBroker's KnowledgeBases Support Solutions that Work!

HOW DO KNOWLEDGEBROKER'S SUPPORT SOLUTIONS STACK UP TO THOSE OF OTHER SOLUTION PROVIDERS?

KBI Solutions are written to answer real world questions.

- The solutions in KBI's KnowledgeBases have been developed from actual Help Desk calls. Our content literally answers users most frequently asked questions.
- Answers have been drawn from over a million support calls
- Solutions are easier to find through a search engine. Problems are stated in the 'Caller's own words.'

KBI Content is proprietary.

- No sub-licensing concerns
- No vendor 'spin'

KBI Solutions don't duplicate purchased support from other sources.

KBI Solutions are operational, not academic.

- Step-by-step Solutions are short and crisp for precision and speed.
- Graphics used conservatively, increasing speed, clarity.
- Compact solutions are easy to store.

KBI Content saves time.

- Save search time, read time,
- Save 'resolution' time, working customer through questions
- The Result:
Shorter call times for analysts,
Shorter call times for users

KBI Solutions are priced and packaged for maximum ROI.

- Aggressive pricing
- Purchase only what you need
- Highest 'hit rate'
- Minimum duplication of other support materials

KBI Solutions are bundled to fit your environment

- CoreBase
For businesses with a limited set of desktop support applications, operating systems and Internet support requirements
- Microsoft Solution Support Suite
For businesses that support "Everything Microsoft"
Covers Microsoft Desktop Applications, Range of Operating Systems, and the Internet.
- KBI All Content KnowledgeBase
For businesses who need 'everything we have' to support new and legacy applications for a broad range of vendors.

KBI Solutions are always current

- Updated through annual subscription
- New content sent out quarterly.

FOR MORE INFORMATION CONTACT KBI SALES:

- Tel: 626 441 0702
- Email: kbisales@earthlink.net