

# Rapid Value Assessment: Knowledge Management

A four-week proof of value for AI-powered knowledge curation

## Knowledge that works for you

Valuable information lives throughout your organization — across SharePoint sites, shared drives and disparate repositories. Effective knowledge curation transforms this into an organized system that evolves with your business, empowering users to find answers instantly while freeing support teams to tackle more meaningful work.

## See the impact firsthand

A Knowledge Management Rapid Value Assessment is a structured four-week proof of value that requires only about 30 hours of your team's time. It demonstrates what's possible when you organize and optimize your knowledge bases. You'll harness AI-powered analysis to assess your current knowledge base, identify opportunities for improvement, and experience the full value of the Unisys Agentic Service Desk solution before making a larger commitment.

## What happens during the assessment

<b>Initiation</b>	Kick off the engagement, align on objectives and establish your project agenda with key stakeholders.
<b>Setup and security</b>	Map your data sources, spin up the platform environment and complete security reviews to ensure compliance with your requirements.
<b>Data ingestion</b>	Ingest ticket data, knowledge articles and resolution notes from your ITSM platform. Security access is confirmed, and your team receives platform credentials.
<b>Analysis and validation</b>	Run AI-powered analysis on your knowledge base. Review findings together, validate data quality and generate heat maps showing coverage gaps against support needs.
<b>Insights and content creation</b>	Deliver and evaluate your comprehensive assessment report. We deliver up to 10 new or updated knowledge articles on priority topics, demonstrating the solution's content generation capabilities.
<b>Delivery and roadmap</b>	Walk through your comprehensive value presentation, which includes an ROI analysis, cost estimate for full deployment, and a roadmap for scaling knowledge management.



## Why participate in the assessment

### De-risk your investment

See measurable results and ROI projections before committing to full deployment

### Quick wins

Receive up to 10 production-ready knowledge articles you can deploy immediately

### Clear roadmap

Get actionable recommendations and cost estimates tailored to your environment

### Hands-on experience

Your team gains firsthand knowledge of AI-powered knowledge curation



See what smarter workplace solutions can do for your organization. Book your four-week assessment today.

Visit the links below to learn more about intelligent IT support from Unisys.

[Guide: Next generation IT support for next level teams](#)

[Video: Effortless IT support](#)



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04/26 6560-12147