

About Iknow

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

Fact Sheet

| | |
|------------------------------------|-------------------------------------------------|
| Entity Type | Privately held, limited liability company (LLC) |
| State and Country of Incorporation | Delaware, USA |
| Size of Consulting Staff | Approximately 130 professionals |
| Year Founded | 2001 |
| DUNS Number | 36-283-8240 |
| CAGE Code | 4ASQ6 |
| Socioeconomic Certification | Small Business |

Core Competencies

Iknow offers a portfolio of consulting and systems integration services that ranges from strategy through execution. Our professional services fall into five groups.

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

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

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

GSA Schedule Contract Numbers

GSA Schedule 874 (MOBIS) (pending)
GSA Alliant Small Business GWAC
[GS-06F-0656Z]

State Contract Numbers and Titles

State of Colorado – IDIQ for IT Services
State of New York – IDIQ for IT Services
State of Rhode Island – IDIQ for Lean Process Improvement
State of Tennessee – IDIQ for IT Projects
State of Washington – IDIQ for Strategic Business Analysis Consulting

NAICS Codes

334111 Electronic Computer Manufacturing
511210 Software Publishers
518210 Data Processing, Hosting, and Related Services
519120 Libraries and Archives
519130 Internet Publishing and Broadcasting and Web Search Portals
519190 All Other Information Services
541330 Engineering Services
541511 Custom Computer Programming Services
541512 Computer Systems Design Services
541519 Other Computer-Related Services
541611 Administrative Management and General Management Consulting Services
541612 Human Resources Consulting Services
541613 Marketing Consulting Services
541614 Process, Physical Distribution, and Logistics Consulting Services
541618 Other Management Consulting Services
541620 Environmental Consulting Services
541690 Other Scientific and Technical Consulting Services
541990 All Other Professional, Scientific, and Technical Services
611430 Professional and Management Development Training

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Get to know Iknow

Differentiators

Iknow has a unique combination of strengths.

- **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 US federal, state, and local governments, for-profit companies, and NGOs/nonprofits in more than 20 industry sectors on four continents. Some of our clients include:



Points of Contact

US Federal Government

Mr. Scott M. Leeb
973-934-5156 | sleeb@iknow.us

State and Local Government

Ms. Kim M. Luke
732-598-5363 | kluke@iknow.us

Representative Clients

Federal

- US Department of Agriculture/ Food & Nutrition Service
- US Department of the Air Force
- US Department of Health and Human Services/National Institute of Health
- US Department of Homeland Security
- US Department of the Interior/ National Park Service
- US Department of Veterans Affairs

State

- State of Colorado
- State of Delaware
- State of Florida
- State of Michigan
- State of Mississippi
- State of Rhode Island
- State of Tennessee
- State of Washington

Local

- Capital Metropolitan Transportation Authority (Austin, TX)
- City of Los Angeles
- City of Phoenix
- Dallas Area Rapid Transit (DART)

Commercial

- Accenture
- Best Buy
- Booz Allen Hamilton
- Johnson & Johnson
- Nike
- Procter & Gamble
- Raytheon
- Verizon

Nongovernmental

- International Monetary Fund (IMF)
- United Nations

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