ABRAQSYS
BUSINESS SYSTEMS

What is a Wiki and why your company needs one

A wiki is software that makes it easy to centralise information online. Anyone can contribute to the wiki, so everyone gets immediate access to information about projects, policies, ideas and news. It can be considered a collaboratively-edited, information-centred website. The most famous is Wikipedia.

An Enterprise Wiki adds features that companies need to work more efficiently. A simple interface, document management and storage, alerts, and capabilities all core to a business.

A wiki can be used as your company knowledgebase. For answering FAQ's, as a notice board, for document storage etc. It is accessed using a standard web browser…

- For internal use within the company
- For use by employees when out of the office
- For use by customers
- As a sales aid

Full security control (based on groups and users) is implemented which controls who can view, add, update, change and delete wiki pages and downloadable documents/files.

A wiki can be hosted in a variety of ways

- On a server on your company network (LAN or WAN)
- On a PC on your company network
- Hosted externally by an internet service provider
- On a stand-alone PC

Benefits

- Anyone can contribute key knowledge, so you never lose any critical information
- Make answers to key questions available to anyone
- Have discussion "threads" against pages that further promote collaborative working
- All knowledge is in a single, searchable system. Everything is current, accurate, and relevant because it is continually updated
- Using "Navigation Paths" you can create workflows (comprising 2 or more wiki pages) for common tasks - very useful when key personnel are unavailable
- Get automatically notified when something has changed
- Upload and download any file into the wiki by using your browser. These can be Word documents, spreadsheets, images, PDF's, zip files; virtually anything
- View the history of page revisions; see who has done what, and when
- Roll back older versions of pages

© Abraqsys Business Systems

ABRAQSYS
BUSINESS SYSTEMS

Abraqsys Business Systems have a simple demonstration wiki hosted on their web site at

http://www.abraqsys.co.uk/Fruit/

How your business can get the benefits of a wiki

Abraqsys Business Systems can create a wiki for you. The software we use is **FREE** and open source, meaning that it can be used and modified without limitations.

It is based on Microsoft ASP.NET 3.5, meaning that you need a Windows operating system to run it, such as Windows Server 2003 or Windows Server 2008. Windows Desktop operating systems are also supported.

The supported database is Microsoft SQL Server 2005 or 2008. The good news is that the "Express" edition is also downloadable **FREE** from Microsoft. Note that if you wish to have your wiki hosted by an ISP they should be able to provide you with a Microsoft SQL Server 2005 or 2008 database, FrontPage extensions and ASP.NET 2.0 – all fairly standard features.

You may already have a server or PC that can host the wiki – if not Abraqsys can supply one, pre-configured for the task. If you would prefer a wiki hosted externally, Abraqsys can help here as well.

Although all this software is free, there is quite a bit of expertise in SQL Server, ASP.NET and html programming needed to set it all up. So the only costs involved in creating a wiki for your business is for technical consultancy from Abraqsys to set up the database, create the wiki and give some training in how to use and administer it. This will include advice on best practices on creating a new wiki.

© Abraqsys Business Systems