

What makes SPIN different?

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Most companies that have tried Knowledge Bases or other document repositories, such as SharePoint or vBooks, to name a few, run into a simple problem: the system is good, but no one has the time to maintain the libraries so everything stays current.

SPIN, however, is more than a system. THTE works with your key people to determine the content to put in the system, and THTE maintains it for you. When an employee asks a question and cannot find what they are looking for, it is routed to THTE, who then contacts whomever is needed to find the answer and provide it. If the question should be added to SPIN so it gets smarter, THTE does so.

In addition, THTE provides regular reports to you on SPIN usage so that you know exactly what kind of questions your people are asking, and what materials they look up the most. This allows you to provide truly focused training that can address what your people really want.
