3 TIPS TO MANAGE KNOWLEDGE BASE CONTENT LIKE A PRO

BY RFP365

A knowledge base can simplify the RFP process by keeping crucial information in one easy-to-access location — but proper set up and maintenance are key.

Below are three tips you can use to better manage your knowledge base content, empowering your organization to more effectively and quickly handle RFP responses.

1 Build a central repository for your content

Work with key stakeholders to review RFP content, and upload any assets that are still viable into a searchable repository — like the RFP365 Knowledge Base.

PRO TIP: Keep all RFP responses in one location and ensure all necessary stakeholders can find and access the content they need.
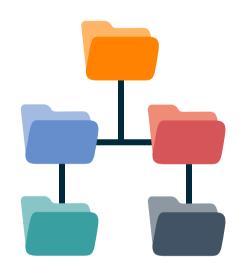
2 Make the content easy to navigate

Add category tags to all content to ensure stakeholders can quickly find the information they need. You can categorize your content according to market segments, internal groups that own content (i.e. product department), security question categories, or even subcomponents like accessibility, authorization, and compliance.

PRO TIP: The most effective way to organize and categorize content depends on your organization's unique processes and workflows. The key is to ensure all stakeholders understand how data is organized so they can quickly find the information they need.

3 Continuously review content

As your organization grows certain responses will become dated. Establish a process where subject matter experts (SMEs) review content on an ongoing basis — for example, quarterly or annually — to ensure accuracy.

PRO TIP: Ensure SMEs and stakeholders with a high level of expertise have the ability to edit, update, and delete knowledge base content – and are held accountable to make updates on a consistent basis. This will help preserve the integrity of your data.

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RFP365's end-to-end RFP management system includes a purpose-built Knowledge Base that allows you to easily store, categorize, and update RFP information in one central location.

Contact us to learn more