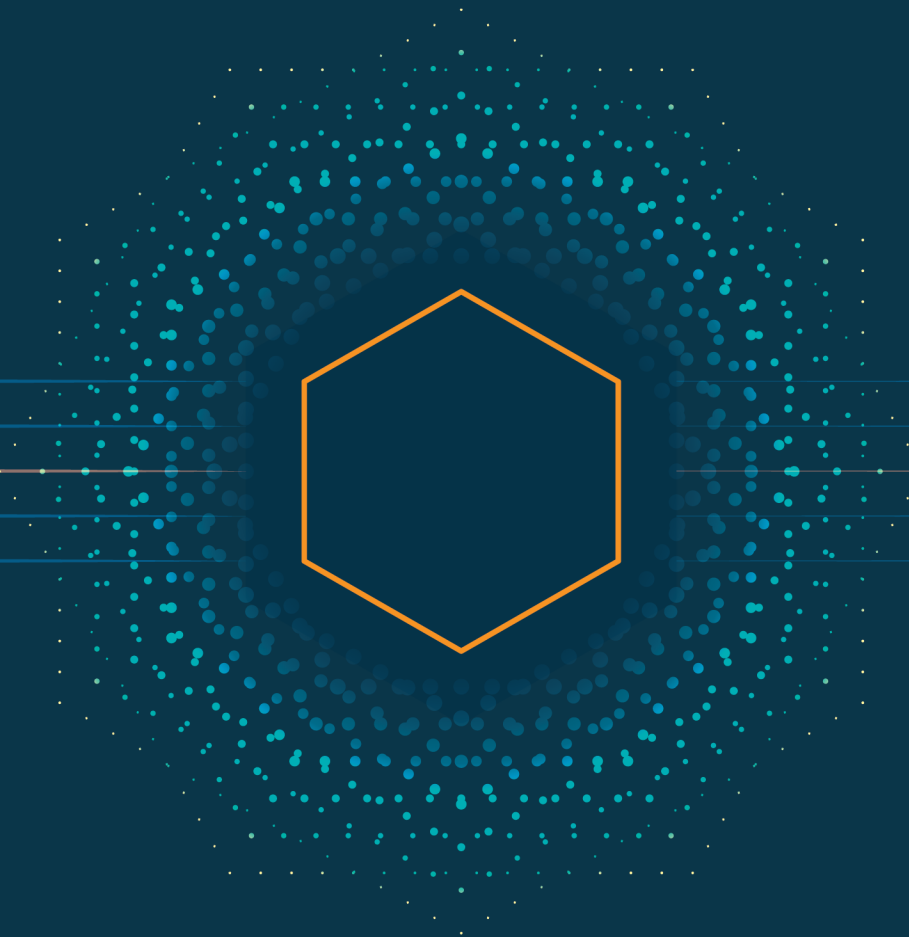


# Presto

## In Practice



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# The End of the Knowledge Silo—What “Unified” Really Means



Every organization talks about breaking down knowledge silos. Few actually manage it.

Even with the best intentions, knowledge workers still waste hours jumping between systems, chasing information that should be at their fingertips. That is the real problem of the knowledge silo. Individuals have the information, but your organization does not.

Lucidea’s Presto changes that by delivering a truly unified knowledge center. It is a single platform where all organizational knowledge can live, evolve, and be shared. This is not just about storage. It is about connection—between systems, between teams, and ultimately, between people and purpose.

## What being unified looks like in practice

The idea of unification runs through every technology trend, but in knowledge management it is not just a design principle; it is the key to organizational intelligence. In Presto, it means something specific and entirely practical. Here is what it looks like:

### 1. ONE SEARCH ACROSS ALL SOURCES

Presto’s federated search brings together everything - internal documents, subscription databases, network drives, and live RSS feeds. Users see a complete

picture of your organization’s knowledge landscape instantly, without needing to search another platform.

### 2. STRUCTURED AND UNSTRUCTURED CONTENT, SIDE BY SIDE

Whether it’s research papers, meeting notes, images, or FAQs, Presto brings them together in one intuitive, searchable interface. The result is an ecosystem where information is easy to find, interpret, and reuse.

### 3. SEAMLESS INTEGRATION WITH EXISTING SYSTEMS

Presto plugs into your organization’s infrastructure, connecting with portals, authentication systems, and tools like SharePoint or Active Directory. It fits in quietly but powerfully, with no complex redevelopment required.

### 4. BRIDGING VETTED AND SOCIAL KNOWLEDGE

Presto’s design encourages both top-down publishing and bottom-up contribution. Authoritative documents from your experts live alongside insights, updates, and shared insights from across the community. Each reinforces the other, creating a richer, more complete picture of organizational intelligence.

### 5. CONFIGURABLE, WITHOUT IT DEPENDENCE

Knowledge and information professionals can tailor layouts, branding, and content types themselves.

Presto gives teams the control—reducing IT bottlenecks and enabling rapid, agile adaptation to evolving business needs.

Together, these features create a unified experience where knowledge flows freely across every department—a knowledge environment where people don't have to think about where information lives; they just find it.

*Silos are more than a technical issue; they are also a human one. They persist because of three familiar patterns:*

- **Systemic silos**, where departments focus on their own goals and tools.
- **Elitist silos**, where knowledge is guarded as power.
- **Protectionist silos**, where people cling to control for fear of losing relevance.

## Why silos persist and how Presto dismantles them

Silos are more than a technical issue; they are also a human one. They persist because of three familiar patterns:

- **Systemic silos**, where departments focus on their own goals and tools.
- **Elitist silos**, where knowledge is guarded as power.
- **Protectionist silos**, where people cling to control for fear of losing relevance.

All three create friction, duplication, and distrust across the organization. Presto dismantles these barriers by uniting content, systems, and social

exchange in one environment, where searching, sharing, and collaboration become natural parts of daily work rather than optional extras.

## Experience matters: Design as an enabler of unification

Good design removes friction. Even the most powerful knowledge management platform can fail to become embedded if users are resistant to it. When using a system is hard work or unintuitive, people instinctively look for workarounds.

Unification is not only about connecting systems; it is about connecting people to those systems. Every click, search, and interaction shapes trust. When the design is intuitive, the navigation predictable, and the environment visually coherent, users stop thinking about how to find information and start focusing on what they can do with it.

Presto embodies this philosophy. Its configurable layouts and consistent visual language make it immediately usable for everyone—from researchers to communications teams. That accessibility is not aesthetic decoration, its cultural infrastructure. When people enjoy using a system, they return to it. When they return to it, they share. When they share, silos disintegrate.

*Unification is not only about connecting systems; it is about connecting people to those systems. Every click, search, and interaction shape trust.*

## What our clients tell us

A unified platform does not just store knowledge; it connects it. Every digital, physical, or social asset becomes part of a single, living knowledge base.

That shift has measurable outcomes:

- **Increased productivity** – Users spend less time searching and more time doing.
- **Improved decision-making** – Access to complete, current information accelerates analysis and action.
- **Reduced friction** – When all information flows through a unified system, bottlenecks disappear.
- **Higher ROI on knowledge capital** – Content that once gathered dust in legacy systems is rediscovered, updated, and reused.

These benefits are not theoretical. These outcomes are already in play across Lucidea's client community.

Organizations like the [American Physical Therapy Association \(APTA\)](#) use Presto as their "one-stop shop" for content and tools, serving both staff and end users through a single portal. Library and knowledge teams report streamlined workflows, faster retrieval, and stronger cross-departmental engagement.

The impact is cumulative: every search, every shared link, every integrated feed strengthens the collective intelligence of the organization.

## The end of the silo is the start of true knowledge management

When organizations unify their knowledge environments, something subtle but profound happens. People stop treating information as territory and start treating it as a shared resource. Teams stop duplicating effort. Decisions happen faster. Innovation accelerates.

This is the moment when knowledge management becomes part of the organization's DNA. Presto makes that moment achievable. When every insight is connected and every person can find what he or she needs, knowledge stops being a siloed asset and becomes a shared advantage.

# From Searching to Finding: The Hidden Cost of Not Knowing What You Already Know



Somewhere on your network is a document you wrote last year. You remember it clearly, even the filename—something like *final-final-v3.docx*. But when you inevitably need it, it's gone. You search. You scroll. You give up and rewrite it. Congratulations: you've just rediscovered your own work.

Across knowledge-driven organizations—law firms, consultancies, and other professional services—knowledge workers spend countless hours hunting for information that already exists. The loss isn't only in hours. It's also in trust. People lose trust in systems, organizational processes, and in the idea that knowledge should be a shared resource.

In our first article, *The End of the Knowledge Silo*, we explored what a unified knowledge centre looks like. This next step in the Presto in Practice series examines how moving from searching to finding transforms everything.

## The cost of knowing less than you know

When information is scattered across systems, drives, and archives, searching becomes part of everyone's job description. Every unproductive search slows decisions, duplicates work, and erodes confidence.

Over time, this inefficiency becomes invisible; it's simply "how we work."

The statistics around KM are clear. Recent studies suggest organizations still lose close to a tenth of their working week to inefficient search and knowledge retrieval. Even more alarming, [47% of professionals spend between one and five hours each day searching for specific information](#). That's not just unproductive time, it's a lot of wasted billable hours.

Legacy systems compound the situation. At the [Sudbury Archives](#), an outdated database with limited browser compatibility frustrated staff and users. [The University of Windsor's Law Library](#) team faced the same problem - finding the origins of a single policy meant opening PDFs and using "find" manually, page by page. Even after creating an Excel index, information retrieval remained painful.

All the information might be there, but the time spent searching for it is gone for good.

*When users trust they will find what they need, knowledge sharing becomes habitual, not optional.*

## The shift: from searching to finding

Presto prevents waste and removes friction so users can spend less time looking and more time using what they find. This is a deliberate design philosophy that recognises how people actually look for information.

With Presto, a single search reaches across your firm's knowledge—documents, proprietary expertise, data, archives, and feeds—and brings back what matters, not just what matches a keyword. You can narrow results by topic, browse collections, or set up alerts, so new material finds you.

This is not just about speed; it's about confidence. When users trust they will find what they need, knowledge sharing becomes habitual, not optional.

## How Presto transformed clients' search experience

Real examples tell the story best.

When the [Crawfordsville District Public Library](#) introduced Presto, user behavior changed overnight. Visitors began "doing their homework" online, discovering materials they never knew existed. One patron even found the ledger containing her great-grandmother's naturalization record—an emotional



moment that turned curiosity into connection and showed how digital discovery can reignite interest in physical collections.

At the [University of Windsor Paul Martin Law Library](#), digitization and metadata tagging transformed a painful manual search into instant discovery. Prior to Presto, when the Law School celebrated its 50-year anniversary, staff had to go through everything manually, page by page. Now, those same materials are digitized, tagged, and easy to search. Preparing for the 60-year anniversary project, once a marathon task, will be easier.

Meanwhile, the Livingston County Historian Record Index configured Presto for a very different audience: users not trained in search logic at all. By keeping the interface visual and intuitive, and building in preconfigured “canned searches” for common queries, the team ensured that even novice researchers could find what they needed quickly and confidently.

These examples show more than technical improvement, they represent cultural change. When knowledge and information professionals can manage and configure their system directly, refining metadata, updating layouts, and tailoring discovery pathways, findability returns. Presto evolves with its users, keeping knowledge active and accessible.

*The real hidden cost of not knowing what you already know isn't the hours lost—it's the opportunities missed.*

## Turning discovery into productivity

The moment you move from searching to finding, everything changes. Productivity rises and projects accelerate. Individuals feel reassured and open to sharing. The organization becomes responsive rather than reactive. Specialized knowledge stops gathering dust and starts generating value again.

The real hidden cost of not knowing what you already know isn't the hours lost - it's the opportunities missed.

Next in our Presto in Practice series, *Metadata with Meaning* explores why discovery depends on structure, and how meaningful metadata makes finding effortless.

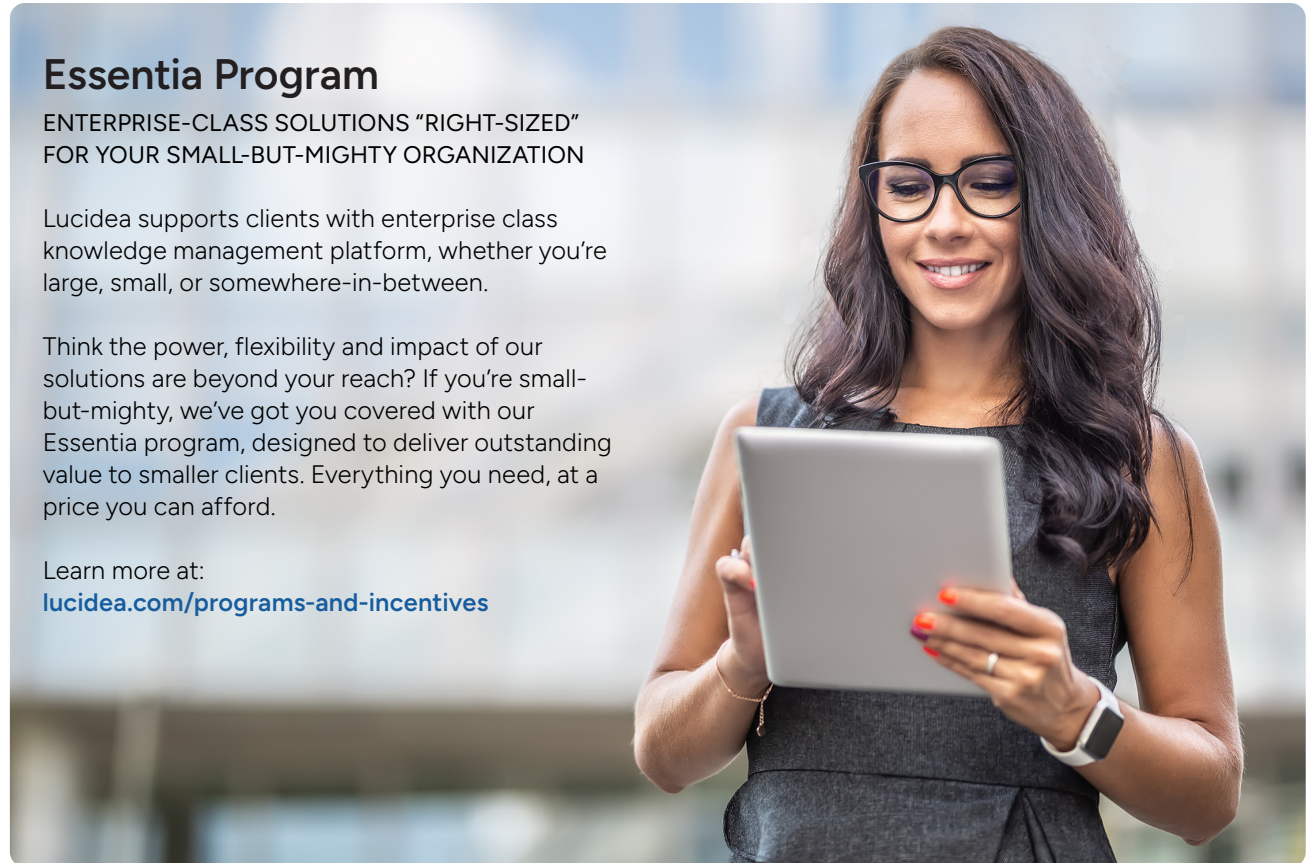
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# Metadata with Meaning—Why Structure Still Matters in the AI Era



Every knowledge management professional understands the struggle. Your organization creates valuable content every day—but without structure, information slips away.

Documents are saved in the wrong folders. Metadata fields are inconsistent or missing. Search results return too much—or nothing at all. People waste time recreating material that already exists. The result is the same everywhere: knowledge that should be an asset becomes invisible.

Lucidea's Presto changes that by turning structure into strategy. Its information architecture (IA) gives metadata meaning—ensuring that every record knows what it is, where it belongs, and who can use it. With that foundation in place, search becomes discovery, automation becomes reliable, and your organization becomes genuinely AI-ready.

## From Data Chaos to Clarity

The real nightmare of the AI era isn't robot overlords—it's messy data. Organizations produce vast amounts of content, but without structure it quickly becomes overwhelming. Searches become unreliable and reporting becomes impossible—leaving teams frustrated, second-guessing results, and wasting hours rebuilding what already exists.

Presto prevents that collapse in trust by ensuring clarity from the start. Metadata connects your content, your people, and your systems. It powers the kind of search that produces answers instead of lists, and it enforces the kind of security that protects clients, not just servers.

At the [Sudbury Archives](#), 15,000 municipal records became instantly searchable once each item was tagged with metadata such as title, date, subject, and record number. At the American Physical Therapy Association (APTA), metadata underpins batch tagging, automated organization, and user-driven discovery through social tagging. In both cases, structure didn't constrain knowledge—it liberated it.

*Every action, from search to access control, relies on metadata as its foundation. It's the quiet intelligence that turns information into institutional knowledge—and measurable results.*

## Metadata: The Language of Meaning

Within Presto, metadata does far more than label content. It enables:

- **Precision discovery** – Custom fields let users filter by province, city, or legal claim area, surfacing exactly what is relevant.
- **Faceted navigation** – Metadata supports guided filtering, so users refine results intuitively instead of wrestling with Boolean search connectors.
- **Integrated security** – Permissions operate at the content-type, record, and field level. Users see only the content they are authorized to view.
- **Efficient management** – Batch import and editing tools allow administrators to update thousands of records instantly, maintaining quality without manual rework.

Every action, from search to access control, relies on metadata as its foundation. It's the quiet intelligence that turns information into institutional knowledge—and measurable results.

## Structure: The Scaffolding of Trust

Metadata needs a home. That is where Presto's flexible structure comes in.

Presto gives information professionals complete control over how data is defined, displayed, and

protected through two complementary elements: *content-type structures* and *organizational structures*.

**Content-type structures** are the blueprint—the configurable fields that describe what kind of information you manage (cases, precedents, images, reports) and what attributes make each record meaningful. They underpin advanced search and discovery, enabling faceted filtering, precise queries, and custom fields aligned with how users actually seek information. This flexibility empowers librarians and knowledge teams to configure interfaces and home pages without IT intervention.

**Organizational structures** are the security system—the framework that governs how users navigate and what they can see. Through collections, browse views, and dashboards, teams can mirror familiar file hierarchies while still applying granular role-based access. Permissions can be controlled at the content-type, record, and even field level, ensuring users see only the content—and the fields—relevant to them.

Together, these two layers create a living architecture where content remains organized, discoverable, and secure even as systems evolve.

Think of Presto as a building where every room (content type) is designed for a purpose, every key (user role) opens only what it should, and every doorway (screen view) can be configured to match a user's needs. It's both blueprint and security system—structure with flexibility, and flexibility with integrity.

## IA Before AI: The Human Layer

Despite Oracle CEO Larry Ellison's recent claim that AI will change everything, machines do not understand meaning—yet. However, humans do. The work of metadata and structure is ultimately an act of interpretation and human intervention: deciding what matters, how knowledge connects, and who should see it.

That is why information architecture remains essential, even as AI accelerates. The legal and business worlds depend on reliable, context-rich information—rules, precedents, and evidence. Clean, structured metadata ensures that AI-enhanced tools draw on trustworthy knowledge, not random noise.

The smarter our systems become, the more they depend on human judgment. As legal technologist [Alex G. Smith](#) observed, “we are currently polluting ourselves with unstructured data, and unrealistically expecting AI to clean it up.” Presto's approach helps reverse that trend—by structuring data first, it ensures automation enhances what is already organized.

*The promise of artificial intelligence is immense, but its value will always depend on the integrity of the knowledge beneath it. The rush to adopt AI should not obscure the central truth of knowledge management: intelligence only works when information is structured, traceable, accurate, and secure.*

## Why Structure Still Matters

The promise of artificial intelligence is immense, but its value will always depend on the integrity of the knowledge beneath it. The rush to adopt AI should not obscure the central truth of knowledge management: intelligence only works when information is structured, traceable, accurate, and secure.

Presto ensures that IA precedes AI. As a unified knowledge center, it consolidates every type of content—structured and unstructured—into an organized, searchable environment. Its flexible architecture and role-based security give information

professionals the control to adapt, configure, and govern data without IT bottlenecks.

Ultimately, metadata builds trust. With Presto, every piece of information carries context and meaning—turning architecture into assurance, knowledge into insight, and AI into something genuinely intelligent.

Next, we'll look at **The Hidden Network**—how mapping expertise connects people as effectively as metadata connects information, ensuring knowledge keeps flowing even when key staff move on.

# The Hidden Network: Mapping Expertise in Motion



Successful professional services organizations depend on personal expertise. Yet when people move on, change roles, or retire, critical knowledge often walks out the door with them. What's left behind is data, disconnected from the human insight that gave it value.

Most knowledge systems capture what we know, not who knows it. Expertise hides in inboxes, RSS feeds, project notes, Slack or Teams channels, and personal networks. When those connections disappear, so does part of the organization's collective intelligence.

Lucidea's Presto changes that by transforming structured knowledge into social knowledge. It doesn't just catalog information—it connects people around it. Through integrated social tools and configurable permissions, Presto maps expertise, surfaces contributors, and keeps knowledge flowing even when key staff move on.

## From Static Repositories to Living Networks

Traditional library catalogs or KM systems store information effectively, but Presto builds organizational connections. Social Knowledge Networks combine structured content with expert collaboration, turning each collection into a living and evolving community.

*What is a Social Knowledge Network (SKN)? In Presto, an SKN brings people and content together, making collaboration part of the everyday knowledge management workflow. It embeds KM directly into how people work.*

Unlike static intranets that trap knowledge in folders, Presto turns every record into a point of connection, linking information to the people who created, refined, or rely on it. As a result, knowledge is not frozen in time—it grows richer every time someone uses it.

Users can tag, comment, and rate items, adding context and improving discoverability as they work. Every interaction strengthens the system: each tag refines metadata, each comment links ideas, each rating signals quality.

At the [American Physical Therapy Association \(APTA\)](#), crowdsourced tagging complements the formal taxonomy, blending expert curation with real-world use. Administrators retain full control and can moderate contributions, limit visibility, or tailor social features to specific groups. The outcome is a knowledge base that evolves organically rather than through rigid processes.

When expertise is mapped and findable, onboarding accelerates, project turnaround shortens, and knowledge duplication drops. New staff can locate the right people as quickly as the right information, thus turning hidden expertise into an active, shared resource.

## Surfacing Expertise, Sustaining Insight

Presto's flexible permissions system goes further by allowing authorized contributors, both inside or outside the organization, to enrich records directly.

At the [Sudbury Archives](#), historians from partner institutions can contribute annotations that capture local understanding and nuance. "Because they're experts," said the project lead, "they can add their own color and make the database even more robust." The same approach applies anywhere deep expertise matters: in law firms, consultancies, or research and academic institutions.



By making contributions visible and traceable, Presto turns tacit knowledge into shared intelligence. It ensures that insight doesn't vanish when people move on but remains part of the organization's living memory.

That visibility has measurable impact. When expertise is mapped and findable, onboarding accelerates, project turnaround shortens, and knowledge duplication drops. New staff can locate the right people as quickly as the right information, thus turning hidden expertise into an active, shared resource.

... traceability builds confidence. Teams know where insight comes from, managers can see where expertise resides, and decision-makers can rely on a knowledge base that reflects both data and the people who shape it.

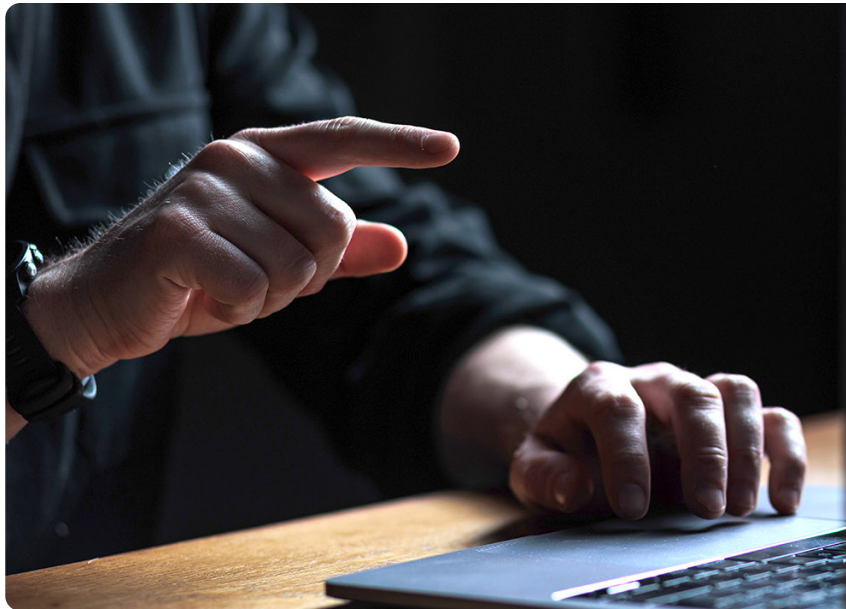
## The Social Layer of Trust

In our previous post, we learned that metadata connects information, but it is people who give it meaning and importance. Presto connects experts with their work through intuitive tools and clear permissions, so knowledge stays both connected and secure.

Each tag, link, and comment reinforces organizational trust—showing not just the source of knowledge but the expertise behind it. By surfacing who contributed, who verified, and who built on prior work, Presto adds a traceable chain of context that makes knowledge more reliable and auditable.

That traceability builds confidence. Teams know where insight comes from, managers can see where expertise resides, and decision-makers can rely on a knowledge base that reflects both data and the people who shape it.

Lucidea's Presto transforms your knowledge center from a static repository into a dynamic network of expertise—discoverable, durable, and always in motion.



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# When Knowledge Is a Team Sport: Introducing a Sharing Culture



Collaboration doesn't happen just because people have access to the right software; it happens because individuals trust each other enough to share.

Every organization wants its people to collaborate, yet knowledge hoarding and hesitation persist. Files stay on personal drives, teams waste time duplicating work, and valuable insights remain trapped in individual minds. Innovation slows, and business opportunities can slip away.

**Lucidea's Presto** changes that. When sharing feels like a chore, Presto makes it natural—an easy, rewarding part of everyday work. Through intuitive functionality such as tagging, commenting, social feedback, and transparent analytics, Presto builds trust, rewards participation, and turns individual insight into collective progress.

## Overcoming Hesitation to Share

Reluctance to share rarely stems from unwillingness; it often comes from uncertainty. People worry about accuracy, about overstepping someone else's expertise, or about losing control of their ideas. Without feedback or visibility, sharing feels risky. People share when they see clear benefits for themselves.

Presto removes those barriers and builds trust. Described as “social cataloging”, every tag, comment, and rating is tied to a name and context, making contributions traceable, visible, and valued. Users can see how their input shapes search results and discussions. When people see that their work matters, participation becomes instinctive.

At the [American Physical Therapy Association \(APTA\)](#), this plays out daily. With Presto bringing together decades of journals, research tools, and internal collections, staff can now explore and enrich information that was once out of reach. Presto connects content and gives people the freedom to build upon existing knowledge rather than just retrieve it.

When people see that their contributions help others find answers faster, the sense of progress becomes its own reward. Presto's analytics make that impact tangible: users can view engagement levels, see which content gains traction, and watch how their input drives discovery.

## Building the Habit of Sharing

The secret to lasting collaboration is not technology; it is habit. Presto reinforces sharing habits by making it effortless within existing workflows. Adding a tag, linking a related record, or leaving a quick comment takes seconds—no forms, no extra process, no disruption.

Small, frequent actions build momentum. When people see that their contributions help others find answers faster, the sense of progress becomes its own reward. Presto's analytics make that impact tangible: users can view engagement levels, see which content gains traction, and watch how their input drives discovery.

Over time, these small acts do more than make work faster—they build visibility, reputation, and expertise, helping individuals grow along with the organization.

There is another important incentive: sharing saves time. Once knowledge is captured, individuals spend less time answering the same questions and more time on the work that matters most. The result is a sense of agency and efficiency. People realize that by sharing what they know, they are not just helping others: they are helping themselves.

In knowledge-intensive organizations, this matters. It is how a junior associate learns from precedent, or how a project manager uncovers a solution from another department. Presto provides the structure to make those connections effortless, turning individual expertise into ongoing mutual support.

## Building Psychological Safety

As outlined in previous posts, knowledge sharing thrives on trust. Presto supports that trust through role-based permissions and clear governance, so users know exactly what is visible, who can edit, and how their expertise is represented. The result is transparency without unnecessary risk—a safe space to contribute and collaborate.

That sense of safety is essential in professional services, where intellectual capital is the business. With Presto, sharing does not mean losing individual ownership; it means multiplying value. When people can contribute securely, they are more likely to participate.

Over time, participation builds a culture where visibility means recognition, not exposure, and individual confidence grows into collective momentum.

This is how a culture of collaboration and sharing begins—one habit and one act of trust at a time. However, sustaining it successfully requires a strategic plan, invested leadership, and a reward and recognition system ...

## How a Culture of Collaboration and Sharing Begins

When individuals feel seen, heard, and trusted, knowledge sharing becomes self-reinforcing. Teams

stop guarding information and start building on one another's insights.

Presto makes that possible by aligning technology with human behavior. It does not just connect data, it connects people through a shared sense of purpose. Each contribution strengthens the organization's collective intelligence, making collaboration part of everyday work.

This is how a culture of collaboration and sharing begins - one habit and one act of trust at a time. However, sustaining it successfully requires a strategic plan, invested leadership, and a reward and recognition system, which is where we are going next in this series.

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# The Culture—and the Multiplier—of Collaboration



In our last post, we explored how collaboration begins with individuals—how trust, visibility, and everyday habits turn sharing into second nature. But individual effort is just the start. For knowledge to truly grow, those habits must be embedded, connected, and scaled across the organization.

That is where leadership, structure, and technology come in, and where Lucidea's Presto brings the Knowledge Management Multiplier Effect to life.

Everyday contributions don't just add up; they amplify one another. Insights shared in one corner of the organization spark solutions in another. Presto turns this potential into practice—aligning people, processes, and strategy so that individual actions create a collective advantage.

This final installment in the Presto in Practice series explores how organizations can embed collaboration into their DNA, transforming it from behavior into a measurable business asset.

## Strategic Foundations of Knowledge Sharing

Collaboration becomes self-sustaining when it is not just encouraged but designed into the way an organization operates. Strategy, leadership, and

reinforcement form the framework that makes sharing part of daily work rather than an extra task—and Presto embeds these principles in practical, measurable ways.

When knowledge management is built into the organization's strategic plan, it drives both efficiency and innovation. When sharing is part of the plan, it stops being optional—it becomes how the organization works.

## Strategy: The Plan

When knowledge management is built into the organization's strategic plan, it drives both efficiency and innovation. When sharing is part of the plan, it stops being optional—it becomes how the organization works.

By aligning KM objectives with business outcomes, Presto transforms knowledge sharing from aspiration into standard practice. Its unified structure ensures that content, expertise, and feedback live in one environment, supporting every department.

## Leadership: Making Knowledge Visible

Leadership determines how collaboration feels in practice. When managers and directors model openness, celebrate contribution, and connect sharing to results, people in the organization will follow.

Presto provides the KM team with evidence to back this up. Analytics show where engagement is growing, which resources deliver the most value, and who is driving contribution. Data ensures the right level of visibility: leaders can highlight individuals and teams who turn knowledge into outcomes that matter.

Visibility closes the loop between personal effort and organizational success - proving that sharing is not extra work; it is essential work everyone can see.

## Reinforcement: Recognition and Measurable ROI

We saw in the previous post that people keep sharing when they can see the difference it makes. Presto ensures every contribution is recognized through analytics, comment trails, and attribution. Each tag, comment, and rating adds context and insight; every interaction demonstrates ROI and value.



As a result, managers can acknowledge individual contributions meaningfully, and organizations can amplify that impact through cultural reinforcement and rewards. They can spotlight client-related knowledge wins, celebrate active contributors, and recognize KM achievements in performance reviews or internal awards.

This dual reward—efficiency for the organization and recognition for the individual—turns engagement into pride. Pride becomes habit, and habit becomes culture.

Organizational knowledge is a living body of work. Every member of staff holds *tacit knowledge*—the know-how shaped by experience; while every document, template, or comment represents *explicit knowledge*—what's recorded and shared.

## What is the Knowledge Management Multiplier Effect?

Organizational knowledge is a living body of work. Every member of staff holds tacit knowledge—the know-how shaped by experience; while every document, template, or comment represents explicit knowledge—what's recorded and shared.

*The Knowledge Management Multiplier Effect* occurs when these two forms continually interact through systems, conversations, and collaboration: personal understanding becomes collective intelligence, and knowledge begins to learn from itself. Economists might call this increasing the productivity of existing knowledge—driving faster discovery and sharper innovation.

The *KM Multiplier Effect* is not abstract; it is what happens when organizations treat information as a shared resource.

## Presto: Connecting Organizational Knowledge

Presto puts the KM Multiplier Effect into practice, capturing expertise, context, and commentary in one integrated environment where every interaction adds value.

By bringing together internal and external sources, it reveals connections traditional tools overlook: a document in a legal archive can link to related case notes, research, or commentary, while a photographic record can surface expertise from another department.

The result is not just better access, but deeper understanding and measurable advantage—faster research, fewer duplicated efforts, and a knowledge base that grows stronger with every use. It is a practical demonstration of Lucidea's tagline: *Information Simplified, Knowledge Amplified.*

## Building the Future Together

From breaking silos and improving discovery to capturing expertise, preserving knowledge, and inspiring a culture of sharing, Presto shows how unified systems and engaged leadership transform the way organizations manage knowledge.

By embedding sharing into daily workflows, rewarding contribution, and aligning insight with strategy, Presto turns collaboration into an engine of organizational growth. When people, processes, and technology work together, knowledge doesn't just circulate—it compounds.

This is the *Knowledge Management Multiplier Effect* in action: when everyone shares, everyone benefits.



Presto empowers organizations like yours to manage, find, create, and act on vital information.

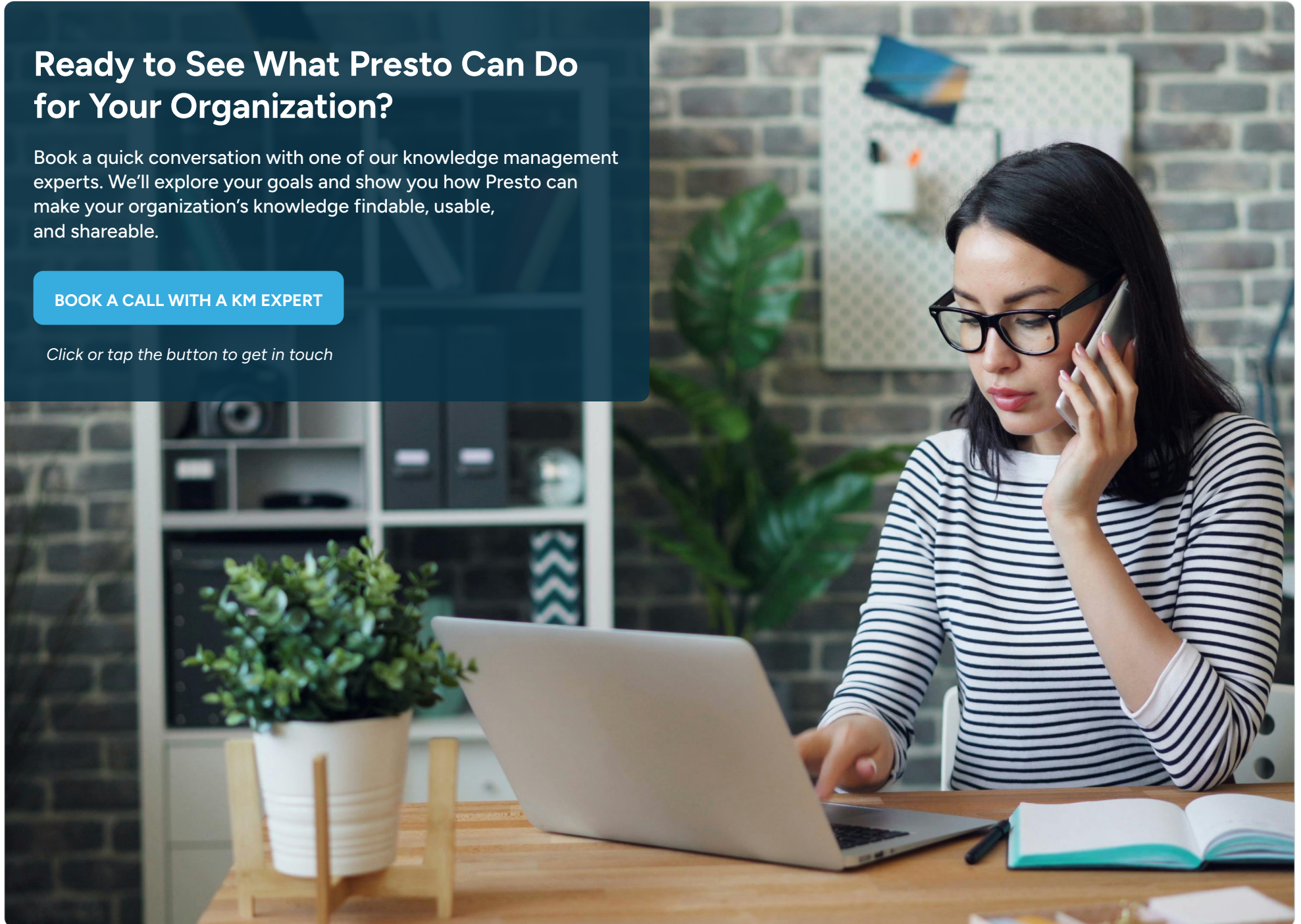
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# Ready to See What Presto Can Do for Your Organization?

Book a quick conversation with one of our knowledge management experts. We'll explore your goals and show you how Presto can make your organization's knowledge findable, usable, and shareable.

[BOOK A CALL WITH A KM EXPERT](#)

*Click or tap the button to get in touch*



Lucidea's stellar knowledge management software facilitates access to and use of critical internal and external knowledge resources. Through our market-leading Presto KMS, we empower special librarians, knowledge managers, and other information professionals to discover, curate, share, and create valuable information assets for use across a team, department, or a large enterprise. With Lucidea's software supporting both organizational and operational intelligence, information is simplified and knowledge is amplified.

With our Presto KMS, replace searching with finding when you bring decentralized internal and external knowledge assets into a single, authoritative venue.

Meet the KMS that makes it easy to discover, share, and act on knowledge across your organization, and:

- Increase operational efficiency
- Improve collaboration and self-service
- Make smarter decisions faster
- Accelerate and simplify research

#### CONTACT LUCIDEA

For further information about Presto, including services, pricing or references, contact us at:

📞 604-278-6717

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