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Attivio, creator of the Active Intelligence Engine (AIE), a unified information access platform, has introduced IT Knowledge Expert. The new solution aims to improve management of IT incidents by providing an aggregated and connected view into all relevant support information. By presenting unstructured content and structured data in one dashboard, IT Knowledge Expert helps to resolve IT incidents faster, reduces cost-per-ticket, number of tickets and service level agreement (SLA) penalties, and also eases the burdens of high employee turnover in the IT support industry.

"IT Knowledge Expert connects the dots between the multiple databases and repositories used by IT support specialists to resolve incidents, identify problem-solving root causes, manage system changes and avoid 'system collisions' in ways traditional solutions cannot match," says Sid Probst, Attivio CTO. "Our customers are seeing reductions in mean-time-to-resolution (MTTR) of up to 40%, as well as significant improvements in cost-per-ticket and customer satisfaction."

According to Attivio, despite advances made through adoption of the IT Infrastructure Library (ITIL) framework and IT services management (ITSM) tools, in order to resolve issues, support analysts typically must access multiple silos of information - not just structured data that ITIL and ITSM tools address, but content from system logs, vendor documentation, wikis, PDFs, SharePoint, websites and other sources. The result is prolonged downtimes that lead to lost sales, dissatisfied customers, violated SLAs and low service team morale that ultimately leads to hefty training costs for new hires. Attivio says its new IT Knowledge Expert easily integrates with existing enterprise systems, thereby enabling secure access, navigation and discovery of all information relevant to a service management issue.

More information is available from Attivio at [www.attivio.com](http://www.attivio.com).