



The Birth of a Company-Wide Wiki

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Altitude Software:

- Sells software for contact centers (product plus setup services).
- 150 employees in Lisbon (including R&D).
- 150 employees worldwide.

Altitude uCI suite is technically complex:

- Client/Server, Windows/AIX/Linux.
- Integrates with switches, databases, major ERP suites.
- Customized in C, C#, VB, Java, proprietary programming language.

Story:

- 2002: Technical writers' wiki.
- 2004: Technical wiki and more.
- 2005: Company wiki and more.

Wiki discovery:

- Issue with extra notes (extra detail, inefficient XML toolchain).
- Experience note-taking with a simple wiki.
- Articles on wiki philosophy and usage patterns.

Pool is born over TWiki: technical notes, team wiki.

- Pool stays dormant as team tool for 1.5 years.
- Run by Docteam on surplus and obsolete hardware.

Why TWiki?

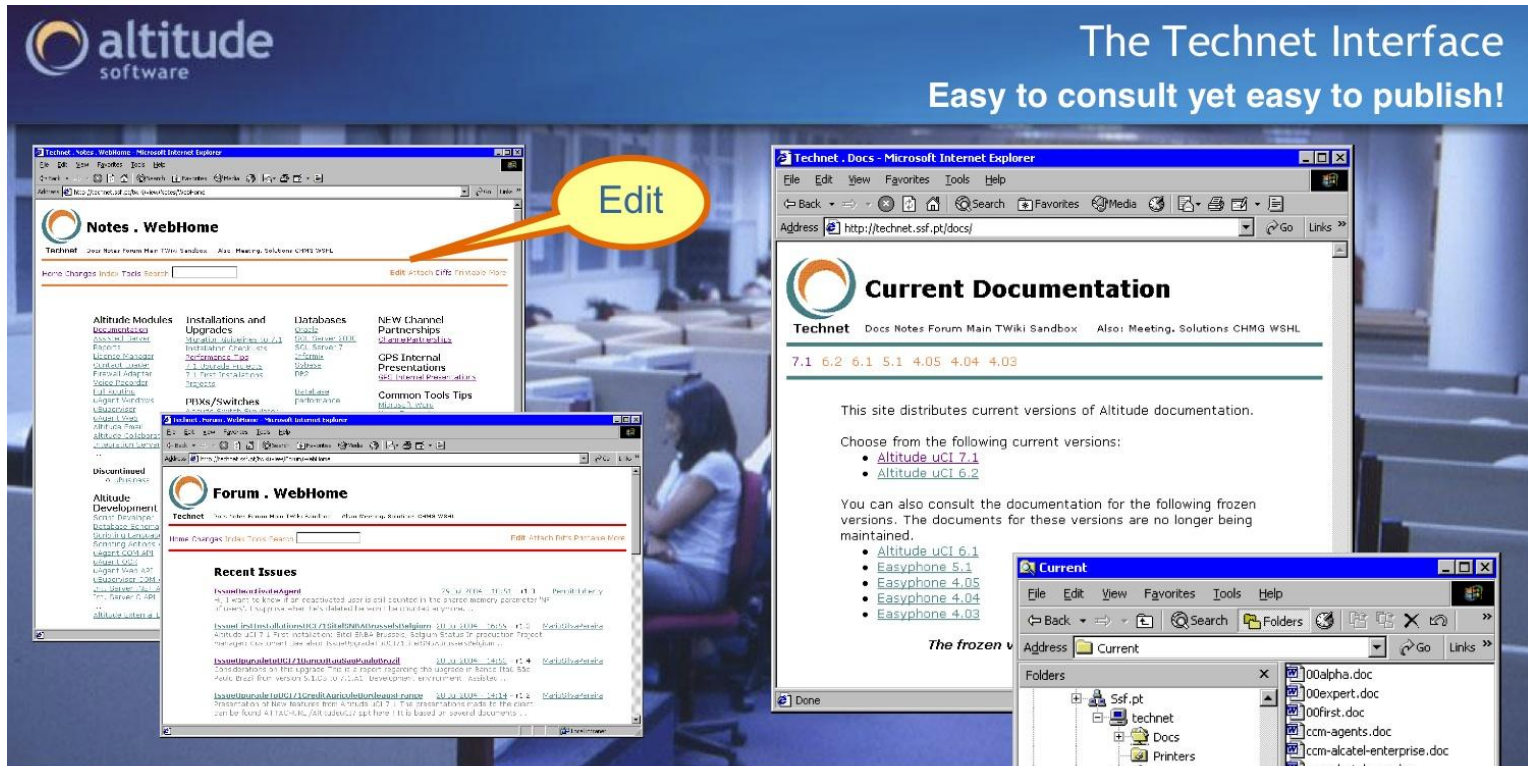
- Focus on intranet.
- Text files instead of database back-end (Unix philosophy).

Opportunity (Email is not enough):

- Email with meta-information (I'll send you these files privately).
- Actual information lost (both persons left Company).
- VP Professional Services looking for Web forum (such as phpBB).
- Argued “wiki is better”.

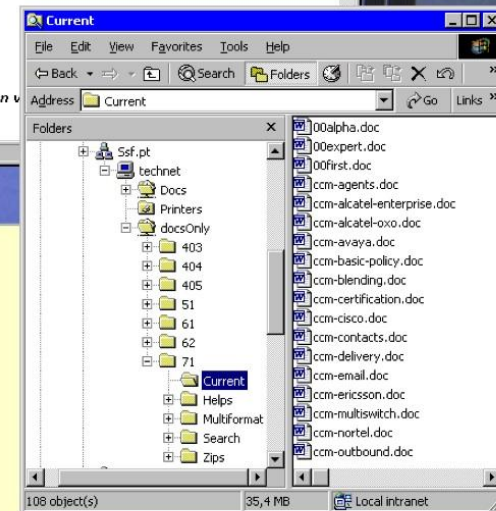
Technet is born:

- Hacked TWiki comment plug-in to resemble a forum.
- Moved Pool content along.
- Added an HTTP server for product documents.
- Added linking to specialized systems (bug tracking, other).



Apache, TWiki, and Samba

- Seamless access both in Lisbon and worldwide
- Apache handles unified Windows authentication
- TWiki excels at light editing and capturing consensus
- Samba makes publishing as easy as file copy
- Apache + Samba excel at publishing “formal” content



Seminars and webinars to disseminate:

- Teams asking for team areas, sometimes private.
- Surprised at instant buy-in!
- Not all teams though...

Champions in Executive team (meeting minutes as killer application):

- VP Professional Services.
- VP R&D.
- VP Marketing.

Aftermath:

- Most technical information is on Technet.
- Used by GPS people, R&D, QA, Docteam, executive team.

Internal user survey shows need for unified distribution of information.

- Interviews with department heads and main information producers.
- Matrix of who produces and who consumes what information.

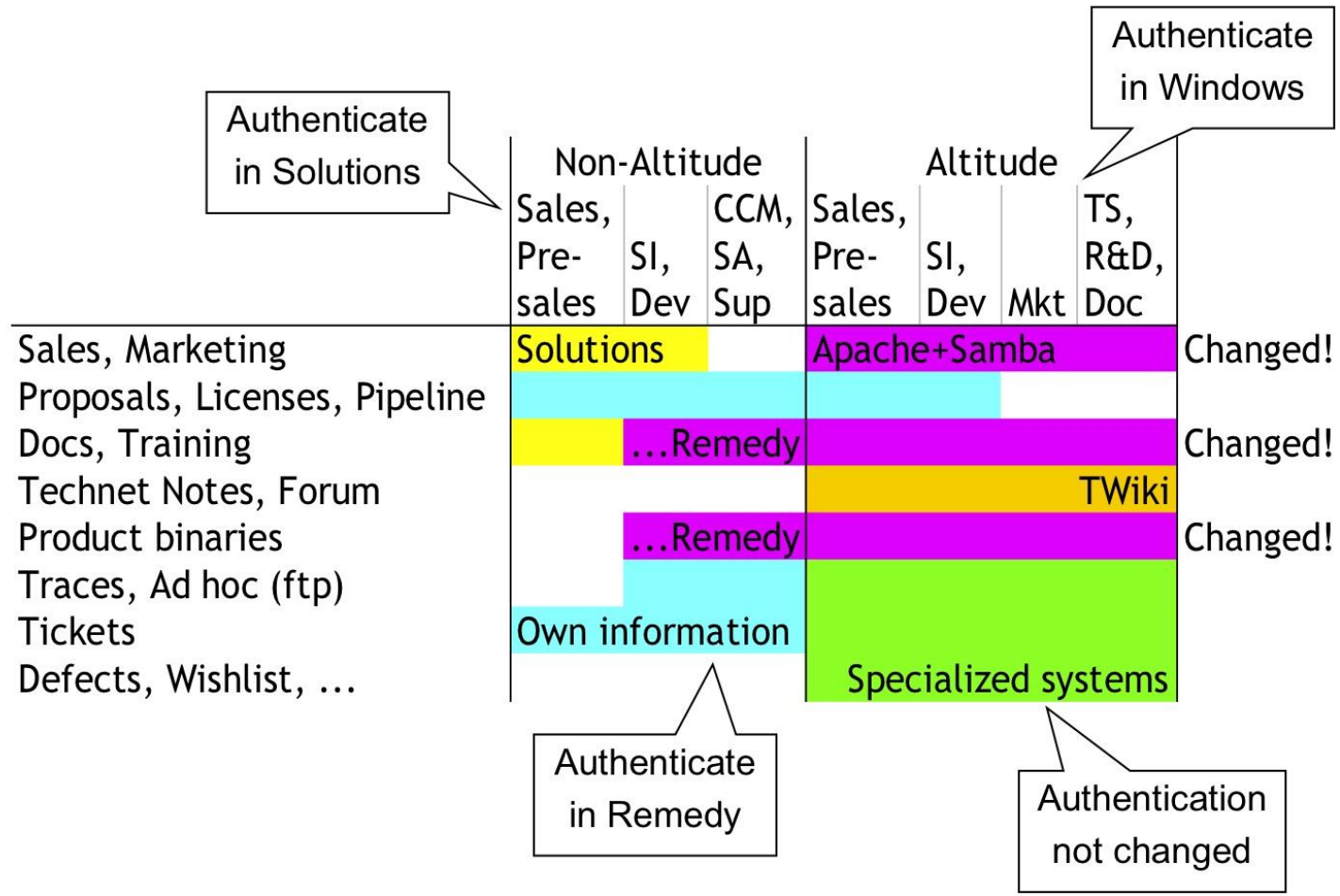
Producers and consumers meet at “InfoSpaces”:

- Collaborative (wiki).
- Few to many (shares or wiki for structure).
- Specialized (bug tracking and similar).

Propose set of “InfoSpaces”:

- Unified logins (for each kind of user).
- Area editors (wiki gardeners or content curators).
- Wiki aggregates information (process, meta-information, links).

altitude software Overview of the Changed Distribution



Company IT provides:

- Hosting
- Administration
- Backups.

Aftermath:

- No longer a side project, now fully embraced by Company.
- Letting go of control critical to gain wider acceptance.
- Experiences with deep TWiki integrations are lost (!)
- Lost part of R&D (want closer control).

Marketing leads, involves graphical design:

- Graphical home page.
- Revamped navigation scheme.

Altinet is born:

- Marketing
- Customer assistance
- Product planning
- Training
- Customer projects
- HR, IT, ...

Two extra wikies for R&D (control), Executive team (security).

WebHome < Main < Altinet

https://altinet.altitude.com/twiki/view/Main

altinet

Google Search Directory: News FAQs Webmap ITS Templates Notify me RSS

Creating Selling Implementing Supporting Technical IT Organization Teams Customers Partners

First time in Altinet? click here...

Altinet > Main Web > WebHome (20 Sep 2010, JoaoMagaalhaes) Edit Attach Raw edit

Altitude News

Last 3 News

- Altitude Mena Forum 2010
- Mkt PTCredicontrolro
- Press Release
- Mkt Le Club Easyphone 2010

V8 News

Last 3 News

- Regular Updates

Customers

- Installations
- Altitude Prime
- Accelerators

Partners

- Platform Partners
- Consulting & Distribution
- Partnering Process

Creating

- Official Roadmaps
- Realization (7.1/7.5)
- Marcom Planning
- Picasso
- Product Planning
- Wishlist

Selling

- Solutions
- Marketing Collateral
- Certifications
- Proposals
- Pricing
- Services
- Competitive

Implementing

- Propose
- Analyze & Plan
- Dev. & Deploy
- Hand over
- Projects
- Forum

Supporting

- Meeting Point
- Technical Support
- Premier Support
- Metrics
- Tools
- Quality Management

2010 Altitude Global Events

- 1st time in Altinet?

Technical

- Tech Documentation
- uCI Documentation
- Technical Notes
- Notes
- Forum

Organization

- Orgcharts & Directory
- Open Positions
- Internships
- Internal Training
- Strategy
- FAQ

IT

- Corporate Services
- Mail
- VPN
- VOIP
- Local Network
- Anti-Virus

Teams

- Regional Areas
- Public Areas
- Private Areas
- Informal Areas

Selling

New Marketing ACTIONS

- 2010 Campaigns in Plan
- Social Media and the Contact Center
- ACE Program Overview
- ROI Tools

Recent Product News

- Altitude uCI 8 delta overview
- Altitude vBox
- Altitude Health Monitor
- List of Sales Digests

Implementing

- NEW Tech Days 8 (2010)
- Altitude Accelerators
- PSA/Timesheets
- Forum Q&A
- Install & Config Notes
- Notes: Tech Info
- PRIME Program
- Selling Services
- Propose Services
- Selling Training
- GPS Team Area

Supporting

Sales Regions Monthly Activity Review

Supporting Processes

- Customer Assistance Processes Overview
- Ticket life cycle
- "Let us Know" program

1st Time Visitors

- Customer Assistance Booklet
- Customer Assistance Overview

Edit Attach Print version History: r40 < r39 < r38 < r37 < r36 Backlinks Raw View Raw edit More topic actions

Aftermath:

- Most company information on Altinet.
- Not all proposed InfoSpaces appeared immediately.
- Most InfoSpaces appeared in due time.
- Current system alienates R&D people, but brings sales people in.
- Gartner took due notice.

It was a success beyond anyone's wildest dreams!

It was a long trip, full of surprises!

- Know wiki philosophy – Explain how to, or why not.
- Design content and interaction – Explain what might be.
- Have champions – Involve users, reinforce collaboration.
- Let go of control – Let others embrace and extend.

Thanks!

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