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Scaling Knowledge Management with Confluence

A growing healthcare organization was struggling to **manage critical knowledge and documentation** across multiple teams. With healthcare regulations constantly evolving, **the inability to manage knowledge effectively was increasing operational risks and slowing down internal processes**.

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Industry and Challenge

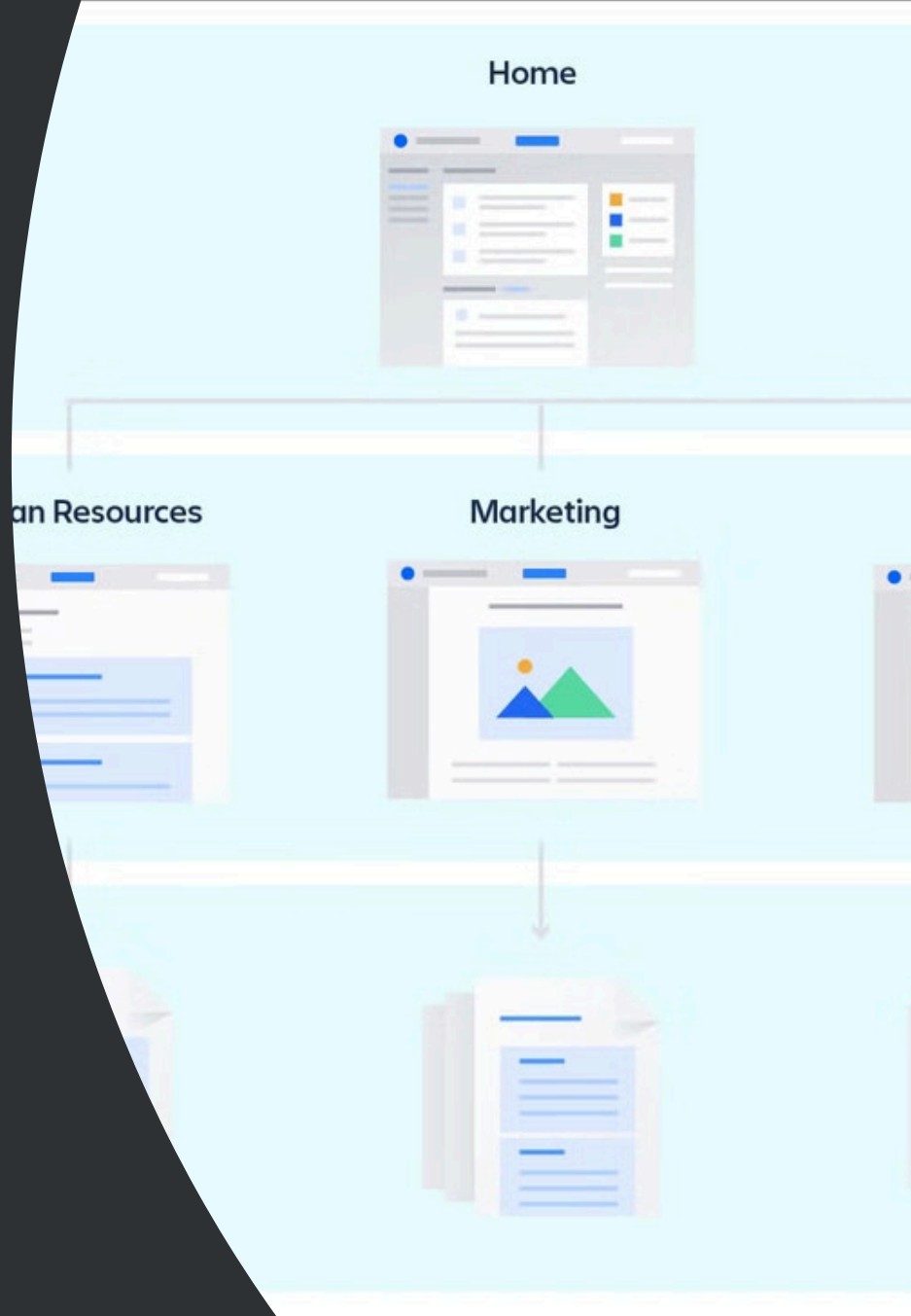
Industry: **Healthcare & Life Sciences**

Challenge:

- **Scattered information** across emails, shared drives, and local files, making it difficult for employees to find key policies, training materials, and regulatory documents.
- **No structured process** for updating and maintaining medical compliance policies.
- **Poor collaboration**, with teams unable to co-author documents efficiently.
- **Lack of version control**, causing confusion over outdated procedures.

Solution: Implementing Confluence

Avaratak implemented **Confluence as the organization's central knowledge management hub**, structuring it for **optimal efficiency and compliance tracking**:



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Creating a Centralized Knowledge Repository

1. ## Designed Confluence spaces

   Created spaces for different teams (HR, IT, Compliance, Medical Staff) with structured page hierarchies.

2. ## Implemented template-based documentation

   Ensured consistent formatting for policies and procedures.

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Enhancing Collaboration & Version Control

1. ## Enabled real-time co-editing

   Allowed multiple teams to work on the same documents without conflicts and implemented approvals.

2. ## Configured automatic version tracking

   Implemented audit logs, preventing outdated information from being used.

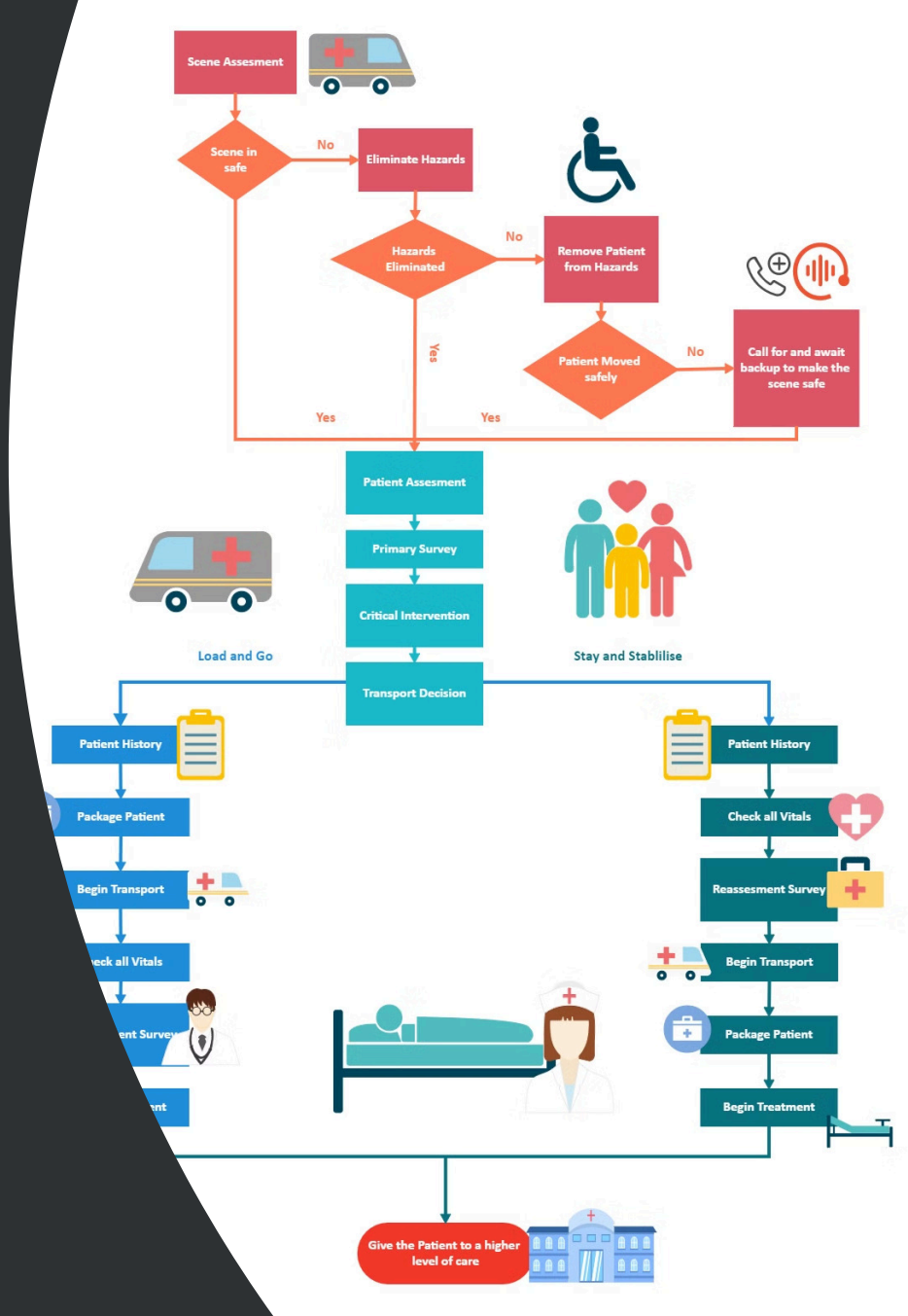
Streamlining Compliance & Knowledge Governance

1. ## Integrated approval workflows

   Required sign-off on critical policy updates.

2. ## Set up restricted access permissions

   Ensured only authorized personnel could modify sensitive regulatory content.



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Results

1. ## 60% improvement in knowledge retrieval speed

   Reduced time spent searching for information.

2. ## Stronger compliance adherence

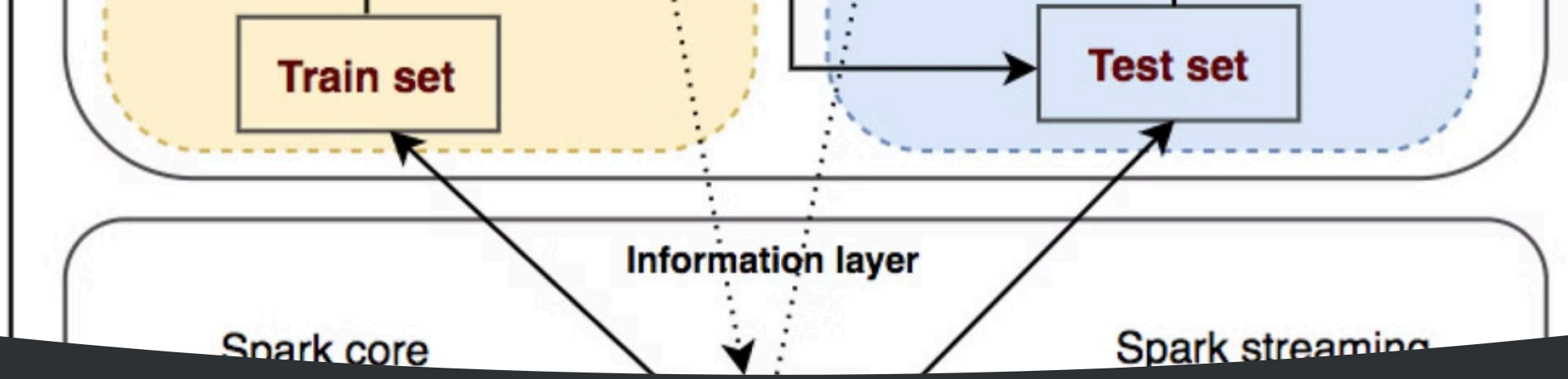
   Implemented clear audit trails and version tracking.

3. ## Boosted collaboration

   Enabled teams to co-author and update documents seamlessly.

4. ## Reduced duplication of effort

   Employees could find accurate, up-to-date resources in one place.



Transformation of Knowledge Management

With Confluence, the organization **transformed its knowledge management process**, ensuring regulatory compliance while enhancing team productivity and collaboration.