

Knowledge Management Software Category

FALL 2025
Customer Success Report





Knowledge Management Software Category

Big data is ubiquitous in today's digital age. Cloud usage has made unlimited data storage possible and affordable. Numerous business platforms allow enterprises to acquire this data – from internal business files and industry knowledge to customer information.

However, this mass of data and knowledge needs to be organized so that users can easily search and find the information they need. This can be done with the help of knowledge management (KM) software. The solution allows you to identify, create, distribute and organize your firm's knowledge repository. It gives your organization a unified, single information pool that can be easily accessed, discovered and updated. In this way, the product helps to make enterprises leaner and more efficient and profitable.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:



CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform



MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions



COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2025 Customer Success Awards

Check out this list of the highest rated Knowledge Management Software based on the FeaturedCustomers Customer Success Report.



 Confluence

 Bloomfire



 iManage

 ProProfs
Knowledge Base

 stackoverflow



 AnswerHub

 elium

 HELPCRUNCH

 Helpjuice

 kpsol

 livepro

slite



DOCUMENT360

 HelpDocs

 HEROTHEMES

 Nuclino

slab

 Starmind

 stonly

 Tettra

* Companies listed in alphabetical order



2025
**KNOWLEDGE
MANAGEMENT
SOFTWARE**

MARKET LEADER



ABOUT ATlassian CONFLUENCE



Confluence is an enterprise wiki used by more than 13,000 companies around the globe for helping development teams to collaborate and centralize their knowledge base. Confluence gives you the power to create anything - meeting notes, project plans, product requirements, etc.

446

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“My favorite part is the centralization of everything. All the software works so nicely together. It's so easy to flow from Jira to Confluence back to Jira or any of the other products. Everything is right there at your hands, where you need it. You don't have to go searching everywhere to find something.”

RICKY DYCUS
TECHNOLOGY PRODUCT MANAGER - OPERATIONS,
MERCY SHIPS

“Confluence appeals to non-technical users because it's so easy to use. At the same time, it appeals to developers because it's flexible and easy to modify.”

LIZ GRAY
KNOWLEDGE MANAGEMENT LEAD, PAYPAL BRAINTREE

“We use Atlassian for everything. We rely on Atlassian from the moment an exhibition is conceptualized until the day it closes.”

DAN COLLINS
CTO & HEAD OF DIGITAL AND MEDIA, MUSEUM OF
APPLIED ARTS AND SCIENCES

“The Atlassian platform is widely, deeply rooted across our organization, and we continue to find new advantages, new uses.”

MICHAEL KUHL
SENIOR IT OPERATIONS MANAGER, ESCAPIA

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BAE SYSTEMS
INSPIRED WORK

HubSpot

REDFIN

**NATIONAL
BANK
OF CANADA**

AIRFRANCE KLM



ABOUT BLOOMFIRE



Bloomfire exists to organize knowledge and expertise, and makes it accessible and shareable with the people that need it most. Bloomfire's easy-to-use, elegant social knowledge network software is used by thousands of employees at leading companies for social learning, customer service, and sales and marketing alignment. With Bloomfire, collaboration is easier, work gets done more efficiently, and employees and customers are more satisfied.

178

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Using Bloomfire has given us a competitive edge. Our competitors lack the knowledge that we have, and their knowledge is confined to certain areas, making it hard for technicians to access it. In addition, Bloomfire has reduced our onboarding time by approximately 25%. With Bloomfire, we no longer have to be concerned about technicians lacking expertise in our machines.”

RYAN KELLY
CHIEF EXECUTIVE OFFICER, EASY ICE

“Bloomfire empowers individuals to create a culture of teaching and learning. It helps us acknowledge the wisdom and expertise of every employee. It's also helped us extend our entire learning community by connecting departments, individuals and campuses who may not have had the opportunity to learn together.”

BRIAN MILLER
GLOBAL CAMPUS & ACADEMIC SYSTEMS, DAVENPORT UNIVERSITY

“Employee engagement increased significantly. The ability for employees to find what they need at their fingertips without going through multiple channels has saved us a tremendous amount of time and resources.”

SABRINA AUCELLO
FVP, DIRECTOR OF TRAINING, DIME COMMUNITY BANK

“The results that have been most helpful so far have been in the question and answer function of Bloomfire. We're able to deliver answers to questions in real time.”

KAI GUTERMAN
KNOWLEDGE MANAGEMENT SPECIALIST, ICF




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ABOUT GURU



Guru (getguru.com) is a real-time knowledge management solution for sales and sales enablement teams that knows when, how, and where to deliver knowledge to you without you having to look for it. With Guru, you don't just manage your knowledge; you create a network out of your entire company's collective intelligence for your sales team to leverage. Guru does this by unifying your joint knowledge and leveraging AI to suggest relevant information to your reps all in real-time and in every application they work in. The more you use Guru, the smarter it gets.

154

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“At Sling & Stone we've always used Slack to share information and knowledge. We'd have links to several different encyclopaedic-style documents, but these were difficult to maintain, navigate and share. Using Guru and Slack has made knowledge-sharing so much easier that now we have cards on everything from contact details for particular journalists to how to make Anthony Bourdain's much-revered scrambled eggs.”

LUCAS HOWE
SENIOR ACCOUNT EXECUTIVE, SLING & STONE

“Guru is a simple but powerful knowledge base that allows us to share knowledge and information across our team. The Chrome or Slack add-ons are accessible and useful, especially the Slack Emoji reactions to look up content, or to create content right from a Slack message. It's an insanely great idea.”

STEVEN GRADY
SUPPORT SPECIALIST, TRELLO

“Guru has allowed us to create sales knowledge and a sales playbook that helps us scale as our team grows, eliminating time spent searching and allowing our sales reps to maximize their time spent selling.”

WES MANNING
SALES ENGINEERING MANAGER, PANTHEON

“Great app makes workflow so much easier to have answers right in the browser window.”

JORDAN GRADMAN
SALES REP, RJMETRICS

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ABOUT IMANAGE



iManage is the leading provider of Work Product Management solutions for legal, accounting and financial services firms and the corporate departments they serve worldwide. Every day iManage helps professionals streamline the creation, sharing, governance and security of their work product.

298

TOTAL CUSTOMER REFERENCES

[VIEW ALL
REFERENCES](#)

FEATURED TESTIMONIALS

“Our primary goal here is to leverage knowledge to accelerate business and deal decision- making and to harness the collaborative power of a multi-geography growth markets organisation. iManage Insight is an important component in a differentiation we bring to our investors around how we share knowledge and get to more dynamic decision on deal flow. Additionally, it helps us harness macro-economic, sectoral and functional knowledge flows seamlessly and is ultimately a major competitive advantage for us.”

OVAIS NAQVI
MANAGING DIRECTOR, THE ABRAAJ GROUP

“We decided to look for a knowledge work platform to simplify document management, increase efficiency, and improve version control. iManage is the leading knowledge management platform in Singapore and across the world, why go anywhere else.”

TAN TIEN WEI PARTNER
CORPORATE AND FINANCIAL SERVICES, HARRY ELIAS
PARTNERSHIP

“I recommend iManage to any small firm looking to make their knowledge workers more efficient. You're not just getting a great platform, you're getting great support as well.”

MICHAEL HAIGHT
CHIEF OPERATIONS OFFICER, CURATA PARTNERS

“iManage empowers us with in-house knowledge and expertise and gives us access to dedicated experts for ongoing support.”

MAGGIE MCVEIGH
PRODUCT OWNER FOR LEGAL KNOWLEDGE
MANAGEMENT, LIBERTY MUTUAL

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Bird & Bird

ThermoFisher
SCIENTIFIC

 PARKVIEW
HEALTH

JAMES & WELLS
— Intellectual Property —

BMO 



ABOUT PROPROFS KNOWLEDGE BASE

ProProfs Knowledge Base

ProProfs Knowledge Base software is a one-stop solution for businesses looking to reduce customer tickets and manage company knowledge. The software comes with compelling features that help you create a centralized platform that can be accessed on-the-go. Having catered to companies across various industries, they at ProProfs understand your requirements for knowledge management solutions. With ProProfs Knowledge Base software, they aim to help you delight your customers as well as employees with anytime & anywhere access, instant answers, and smooth search...

87

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“ProProfs Knowledge Base helped us improve our call efficiency and conversions.”

JEREMI HOLLIE
KNOWLEDGEBASE ADMINISTRATOR, EQUITY LIFESTYLE PROPERTIES

“ProProfs’ innovation enabled us to have different knowledge bases branded differently for all our OEMs.”

YEHUDIT KUNKEL
INCHARGE, TECHNICAL DOCUMENTATION, AYEKA

“Creating a knowledge base with images, videos, and code snippets is extremely simple with ProProfs.”

DUSTIN STOCK
PRODUCT SPECIALIST, MIMOSA NETWORKS

“ProProfs makes training & testing super easy! Powerful yet simple to use! ProProfs Rocks!”

DAN LAPASHA
MANAGING PARTNER, LEARNING TECHNOLOGIES

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ABOUT STACK OVERFLOW



Stack Overflow is the largest, most trusted online community for developers to learn, share their knowledge, and build their careers. More than 50 million professional and aspiring programmers visit Stack Overflow each month to help solve coding problems, develop new skills, and find job opportunities.

90

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“The biggest issue we had as an engineering organization was knowledge transfer and searchability of knowledge. I think it is very common in engineering organizations that you find people have a lot of institutional knowledge, a lot of things that they keep in their head. Either it is not documented anywhere, or it is in a collection of Box notes, Google docs, Confluence pages, just all over the place.”

EDDIE FLAISLER
HEAD OF ENTERPRISE ENGINEERING, BOX

“With Stack Overflow being one of the biggest platforms in the tech community, it's definitely a great source of talent. We wanted to ‘fish where the fishes are’, so we saw the urgency to collaborate with Stack.”

ANNA KAISER
TECH RECRUITER, FINN

“We had these subject matter experts and they have a ton of arcane knowledge locked in their brains or possibly in some documents, but getting people to the right documents was really hard.”

IAN GORDON
ENGINEERING MANAGER, DROPBOX

“The goal was to improve the knowledge transfer between co-workers and dev teams. Also, to offer a better onboarding for new hires.”

THIBAUT BOYER
HEAD OF IT PRODUCTS AND PROJECTS, DOCTOLIB

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Dropbox

Expensify

BARK < BOX

::: Primer

box



2025
**KNOWLEDGE
MANAGEMENT
SOFTWARE**

TOP PERFORMER



ABOUT ANSWERHUB



AnswerHub is a robust developer relations software that gives you everything you need to build, manage, and grow a thriving internal or external online community to share knowledge. Users can capture, organize, and share knowledge in a variety of ways including questions and answers, ideas, and knowledge base articles. Built-in gamification helps to engage and identify topic experts to allow for easy question routing. Advanced features like moderation, user management, access control, and role-based permissions give administrators everything they need to control the content, users, and access to...

50

TOTAL CUSTOMER REFERENCES

[VIEW ALL
REFERENCES](#)

FEATURED TESTIMONIALS

“Before, our forum could not effectively support technical-focused questions and conversations. With AnswerHub, developers can easily post questions, route questions to topic experts, and find answers without submitting a support ticket. This has enabled our community to become extremely self-sufficient and has created a more powerful user experience.”

MICHAEL STOWE
DEVELOPER RELATIONS MANAGER, MULESOFT

“Support is such a critical part of the story, but as your ecosystem grows, you can't give everyone the same amount of attention. We didn't have a good ecosystem and no third-party software was available. The most logical thing that came to mind was AnswerHub and it met our needs.”

RINGCENTRAL

“AnswerHub was the incumbent – we were already using the software for our internal forum. Not only were we familiar with the technology, but AnswerHub offered the capabilities we needed to have in place fairly quickly.”

JONATHAN ZUCKER
PRODUCT MARKETING MANAGER, DEVELOPER
RELATIONS, GENERAL ELECTRIC

“Replacing our Q&A system with AnswerHub decreased our support costs dramatically. The knowledge that users share on Guru Answers shows their specific expertise, lending credibility to both employers and freelancers.”

INDER GUGLIANI
CHIEF EXECUTIVE OFFICER, GURU.COM

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ESTÉE LAUDER





ABOUT ELIUM

elium

Elium is the leading european knowledge sharing platform deployed in small and large knowledge centric organisations such as L'Oréal, Capgemini, and EDF. Elium is the web and mobile platform dedicated to enterprise knowledge sharing. It enables you to collect, share, enhance knowledge and information flowing within and beyond your organisation.

38

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

“Elium has become the concrete embodiment of the collaborative spirit implemented within Eura Nova. People within the Eura Nova network have intuitively perceived that their inputs to the project were efficiently tackled, and that they were clearly invited to take part in the action through it. Thanks to this, we are able to provide the relevant support and added value promised to our clients.”

HERVÉ BATH
CO-FOUNDER, EURA NOVA

“The Elium team supported us throughout the deployment of the solution. Both technical and educational support is undoubtedly a major asset. Although Elium is a SaaS solution, the team integrates as well as possible the requests of the customers who have the opportunity to exchange in a very stimulating way on their uses of the platform during the biannual user club.”

OLIVIER COCAUD
KNOWLEDGE MANAGER, L'ORÉAL

“The success of a knowledge base depends mainly on the involvement of the staff, who have to write, correct and update articles on a very regular basis. So we needed a tool that was dynamic, user-friendly and easy to use. Elium meets these criteria perfectly!”

EMMA HURTEAUX
DIGITALISATION & SERVICE QUALITY TEAM LEAD, VINCI ENERGIES

“We had one key mantra when it came to knowledge management at Partoo. We wanted to ensure that our teams would have access to the right information, at the right time, in the right place. And this guided our entire project approach.”

CÉLIA ALESSANDRI
FORMER KNOWLEDGE MANAGER, PARTOO

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Capgemini

HOLCIM

LLC LOCAL URBAN COMMUNITY INTERNATIONAL

L'ORÉAL In Extenso



ABOUT HELPCRUNCH



HelpCrunch is an all-around communication platform for customer service and sales. It combines modern live chat, in-app messenger, auto messaging, ticketing, and email automation. Designed for SaaS and web services, e-commerce and online-to-offline businesses, HelpCrunch helps convert website visitors into customers, maximize sales, increase retention, and build loyal relationships.

33

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

“Thanks to HelpCrunch (email marketing campaigns), we were able to make our customers more engaged with our platform. We had customers who had very low engagement levels and email campaigns powered by HelpCrunch made the usage skyrocket!”

CAROLINA GOMES
CUSTOMER SUPPORT REPRESENTATIVE, TAP MY BACK

“We think HelpCrunch is an awesome tool. It was pretty simple to connect to our system which is a huge plus. Besides, it's great your customer care really helps our customer care when we need it. We love it!”

JAN STŘECHA
MARKETING MANAGER, REKOLA

“The most important thing is that HelpCrunch allows us to be responsive to our clients. It's so important to us as a business at the moment. And it is what sets us apart from our competitors.”

TRIBAL HABITS

“HelpCrunch enabled us to manage our customer support and email automation via one platform which led to improving customer support performance by 40%.”

VALERY KURILOV
CHIEF EXECUTIVE OFFICER, SE RANKING

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ABOUT HELPJUICE



Helpjuice helps companies save millions in customer support with their powerful knowledge base tool. Companies like Indeed.com and Coastal.com are able to deliver instant support to their customers with Helpjuice's knowledge base.

299

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“When looking for the best options knowledge base tools, Helpjuice was the best from the market as they offered even more advanced features and the best service throughout the sales process.”

TAMAR KHUTULASHVILI
TBC INSURANCE

“With Helpjuice's customizable knowledge base, we seamlessly embedded it within our SPA, providing easy access to crucial information. Our users love it, and so do we!”

BRIAN SEXTON
CHIEF TECHNOLOGY OFFICER, SITENNA

“Helpjuice has allowed us to create a knowledge base that allows our staff to access teaching materials and find answers to their questions quickly and easily”

NICOLE GORNIK
OWNER, ROYAL DANCE CONSERVATORY

“Helpjuice is a game-changer for our company. It has revolutionized the way we manage our knowledge and has greatly improved our efficiency.”

JOSH SCOTT
DIRECTOR OF OPERATIONS, ASCEND FUNDRAISING SOLUTIONS

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MINDSHARE



BoomTown!



Davita



ABOUT KNOWLEDGE POWERED SOLUTIONS



Knowledge Powered Solutions (KPS) offers Knowledge Management Software that improves customer service at the same time as delivering operational efficiencies for many organisations across different industry sectors. KPS specialises in providing Knowledge Management solutions for Internal Knowledge Management, Contact Centres, Service Desks, Shared Service Environments and Web Self-Service. They provide knowledge management (km) solutions that deliver efficiency savings, enhanced staff performance and increased customer service for organisations across the...

37

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Universal Knowledge provides us with an easy to use content creation tool, in addition to us being able to incorporate existing forms of knowledge. The ability to use a natural language search against very technical information and provide access via our website will be key to us continuing to provide world class support to our customers.”

BILL WALLACE
TECHNICAL MANAGER, SRO SOLUTIONS

“I could not be happier with our decision to use KPS Universal Knowledge in our contact centre. Our team is finding answers quickly, enabling us to provide timely and accurate responses to the citizens of Baldwin County.”

SHANNON SPIVEY
CUSTOMER RELATIONSHIP MANAGER, BALDWIN
COUNTY COMMISSION

“Universal Knowledge has allowed the team to significantly improve the quality and service that we can provide, with a reduction in AHT and significant reductions in message errors and scheduling.”

SHELBY SMITH
DIRECTOR, INDIANA UNIVERSITY HEALTH

“The beauty of the KPS system is that it is so simple to use and administer yet delivers so many benefits through our outsourcing operations.”

MARTIN BILL
MANAGING DIRECTOR, CONTACT 121

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ABOUT LIVEPRO



livepro is the perfect answer. Since 2001, the livepro team has partnered with clients to improve customer service quality & delivery. Their clients have discovered that not only does it improve the quality of the customer experience, it also helps to strengthen your brand, improves team satisfaction and makes you a star! And you don't need to be an IT guru to use it. At livepro, improving customer service through effective knowledge management is their passion.

52

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Finally, we have a Knowledge Management platform that provides us with everything we need to improve the efficiency of the contact center as well as reducing customer effort. We have seen a reduction in repeat calls and an 80% reduction in SME support needed. Quality scores have increased and the engagement from the team has been brilliant. It was great to work with the livepro team who were so passionate and hands on from day 1 to completion.”

CHRIS NUGENT
CONTACT CENTER MANAGER, MAS NATIONAL

“Staff satisfaction has been a big reward from this project. They've become confident in the knowledge they're sharing with customers. Our customers are also enjoying major benefits, with the quality, speed and consistency of customer service improving significantly.”

ANNA RIZOS
MANAGER OF CUSTOMER EXPERIENCE, LIVERPOOL CITY COUNCIL

“The City of Gosnells chose livepro above all other knowledge management systems due to the ease of use, advanced features and support offered. They are a very professional organisation that has a wealth of experience in Local Government.”

THE CITY OF GOSNELLS

“We liked that livepro had a good knowledge of the way Councils worked and were able to offer advice on best practice. They were able to advise us on how to use the system in a way that was most effective for our team.”

SANDRA CORMACK
PROJECT MANAGER, GYMPIE REGIONAL COUNCIL

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ABOUT SLITE

slite

Slite is a collaborative workspace where remote teams get their best work done. Document. Discuss. Decide. All in one place. Creating any kind of document as easy as typing. A powerful editor includes advanced tables, built-in video explainers, sketching, and hundreds of integrations. And with Discussions, your team's important conversations can now live side-by-side with your living documents, making async decision-making easy. More than 100,000 companies have created a Slite account so far, give it a try for...

138

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“There was very little documentation at the time. A lot of knowledge was either at the team level—where teams were small so everyone kind of knew what they needed to know—but obviously we knew that was not going to scale.”

SEBASTIEN JEANQUIER
CHIEF SECURITY OFFICER, UPVEST

“I implemented Slite at our office as a knowledge base for all of our processes and everyone has LOVED it. We now use it for all of our client meeting minutes, as personal notebooks, and training/reference material.”

LIZZIE LE
PRETTY BOOKS

“Slite is the go-to tool for us to centralize our knowledge. We use it to onboard new team members and for new hire orientation. It's like our Wikipedia.”

BERT CATTOOR
CHIEF EXECUTIVE OFFICER, GECKOMATICS

“I have an issue with Slack because things get lost in feeds, there's lots of chit-chat and knowledge becomes easily missable.”

JASON MUSTIAN
CHIEF EXECUTIVE OFFICER, BLOOMJOY

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2025
**KNOWLEDGE
MANAGEMENT
SOFTWARE**

RISING STAR



ABOUT DOCUMENT360

DOCUMENT360

Document360 is an AI-powered knowledge base platform designed to help organizations create, manage, and share knowledge efficiently. Whether for internal teams or external customers, it provides the tools needed to centralize information and make it easily accessible. Document360 offers an intuitive markdown editor for seamless content creation, allowing you to craft rich, engaging articles with ease. Its AI-powered search and content recommendations ensure users can quickly find what they need. For enhanced security, it provides role-based access control, private documentation, and compliance with industry...

144

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“ISC needed to migrate our existing knowledgebase from an old and poorly maintained platform. We serve a technical audience and needed to make sure that we could keep all the content in our 1000+ articles as we transitioned. We needed the articles to be in a format that we could easily work with going forward.”

SUZANNE GOLDLUST
MARKETING SPECIALIST, INTERNET SYSTEMS
CONSORTIUM(ISC)

“Document360's efficient and convenient knowledge-base design has saved our company a lot of time that was previously wasted on the storage and retrieval of important documents.”

RYAN BROOKS
FOUNDER, CTRL V

“Document360's knowledge base assistant and contextual help feature is amazing to use and allows us to offer in-app product assistance to our clients.”

MARK CATTLIN
PRODUCT MANAGER, RESEARCHBODS

“After reviewing a dozen knowledge base products, Document360 was the clear winner. Their amazing markdown editor and SEO features were unrivaled.”

MATT WATSON
FOUNDER AND CHIEF EXECUTIVE OFFICER, STACKIFY

TRUSTED BY



cascade



abrigo™



Smart Ident



Spryker



whatfix



ABOUT HELPDOCS



HelpDocs makes beautiful, easy to use support pages for product-focused teams. Knowledge bases that're easy to maintain, always relevant, and look great. They're solving customer support at scale with self-serve options that customers actually want to use. Better for your customers, and with a reduction in your support volume, better for your bank balance too.

27

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Our kind of tagline is human understanding with almost 10-years under his belt at the company. “[our mission is] to help health systems and care providers understand their prospective customers, patients, families, those that they serve. It's to understand them in a way that they can feel known, understood and cared for.”

JON TANNER
PRODUCT DIRECTOR, NRC HEALTH

“We've definitely seen a reduction in support requests for areas that we've covered in our knowledge base. The integrations between HelpDocs and our other tools have also streamlined our support processes for those customers who do prefer to get in touch and made support much more enjoyable.”

SARAH
CO-FOUNDER, INSIGHT

“Because HelpDocs is user friendly and because you get a pleasant result with what you create, it makes you want to use it. We now regularly add new articles, which was not the case with our former tool.”

CORINE BARBAZANGES
HEAD OF MARKETING, GUIDIGO

“When I started I'd never seen a team that worked together like that. It was never you know “The other department takes care of it”, or “the other department does this.”

SARA SAMPSON
OPERATIONS MANAGER, SPHERO

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ABOUT HEROTHEMES



Heroic Knowledge Base Themes & Plugins for WordPress. Products to reduce your support tickets and give you happier customers. They've created the most popular range of self-service support themes available for WordPress, helping small & large businesses reduce their support cost and give a better experience to their customers.

19

TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

“Heroic KB was an elegant solution to update our Knowledge Base with its minimalist eye-catching design. Everyone on the team, from the developer to the marketing lead, were able to navigate their way easily through the dashboard editor. Even though we were under a time crunch, we were able to get it set up quickly and in time for Mailbutler's big launch. Highly recommend HeroThemes for your Knowledge Base needs!”

TOBIAS KNOBL
CHIEF EXECUTIVE OFFICER, MAILBUTLER

“KnowAll's extensive customization options have allowed us to make it our own both aesthetically and functionally and as a result it has increased engagement with our internal knowledge base. We are happy that we chose KnowAll and would recommend it to others.”

SAM GLUCK
OUTLANDISH

“Heroic Knowledge Base is turning out to be one of my favorite plugins. It's stable, fast and has a clean and attractive front-end interface. They are also ahead of the game on customer service. Totally impressed.”

BRETT MCINTOSH
ORGANISER, INVESTAN

“Heroic FAQs makes the process of adding a frequently asked questions area to your website a breeze. It has a user-friendly interface and lots of styling options to help make your FAQ stand out. Recommended.”

KEVIN MULDOON
WORDPRESS VETERAN, KEVINMULDOON.COM

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KEVIN MULDOON





ABOUT NUCLINO



Nuclino is the easiest way to organize and share knowledge in teams. Create real-time collaborative documents and connect them instantly like in a wiki. Use the tree, board, and graph view to explore and organize your knowledge visually. It's great for meeting notes, product requirements, docs, decisions, and more.

33

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

“Great from start to end. I signed up with Nuclino in its very early days and the product has been rock solid. The design is so good that it's actually fun writing new docs in the app. The team behind the product is small, excited, and very responsive.”

IAN MILLER
WILDFIRE SYSTEMS

“Nuclino is extremely easy to use. The interface is self-explanatory, with a clean and modern front end. A positive experience from top to bottom.”

JOSHUA COOKSON
TEACHER'S PET

“Nuclino is very different from traditional wiki hosting services. The interface is much more modern, intuitive, and real-time.”

CHRISTOPHER WILSON
TECHNOLOGY RESEARCHER, NASA

“Easy to use, clearly structured and always available. With Nuclino as the core tool in our toolbox we collaborate perfectly.”

PHILIPPE WOLTERS
QUALITY MANAGEMENT, MKI

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ABOUT SLAB

slab

Slab is building their long-term memory. They reimagined the humble knowledge base from the core user needs to make information sharing within teams fast, intuitive, and empowering. Behind the scenes, they geek out over the latest technologies to put a simple and elegant product on the center stage. They are a small team of experienced developers and designers backed by top-tier investors, including Matrix Partners, CRV, and NEA.

69

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Because Slab is fast, modern, and intuitive—and its alternatives clunky and slow—it’s fully purpose-built for knowledge and helps teams adopt it on their own.”

KHANG TRAN
SVP OF ENGINEERING, GOODWATER

“It was great being able to merge the knowledge base that we had in GitHub with what we had in Slab without it being a jarring experience for the user.”

AMMAR BANDUKWALA
CO-FOUNDER AND CHIEF TECHNOLOGY OFFICER,
CODER

“Search in Slab is unbeatable. It’s so much faster than trying to find something in Confluence or another Wiki.”

LAURA CHENG
DIRECTOR OF TECHNICAL PROGRAM MANAGEMENT,
KARAT

“Slab has become a repository for all knowledge at Alchemy, and it will only be more valuable as we grow.”

JOE LAU
COFOUNDER AND CTO, ALCHEMY

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Glossier.





ABOUT STARMIND



Starmind is the smartest, fastest and most intuitive way to connect employees to the expert knowledge they need. Its human-centric patented AI learns who knows what on any given topic and identifies the best colleague to help solve a problem, regardless of their title, department or location. Some of the world's largest organizations are currently using Starmind to boost productivity, break down silos, retain knowledge, and help new joiners get up to speed. With a 98% resolution rate, it puts a stop to endless searching, solves the problem of information overload and removes...

31

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Starmind is really about us sharing our tacit knowledge, and there are really multiple benefits for that. For the individual, it's about building your professional brand and being known for the work you do and the knowledge that you have. For the directors and managers, it allows teams to search, share and collaborate globally. For R&D, it's about capturing the associate's technical knowledge that helps today, share and pay dividends into the future. Using Starmind has enabled us to accelerate this process, and it really helps drive speed to market.”

DONNA MANN
DIRECTOR OF KNOWLEDGE MANAGEMENT, PEPSICO

“Using Starmind, we crowdsource knowledge from over 10,000 community members across the globe. This enables our employees to get fast answers to their day-to-day questions from experts throughout Swiss Re, while being able to focus their energy on their jobs.”

SIMON MARGULIES
HEAD OF SELF-SERVICE SOLUTIONS, SWISS RE

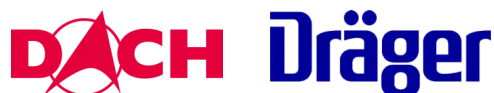
“With Starmind we've made knowledge accessible to everybody. With a truly open-book culture we can explore new, more innovative ways of working, improve the employee experience, and make the business more successful.”

STEFAN NÜNLIST
HEAD OF GROUP COMMUNICATIONS & RESPONSIBILITY, SWISSCOM

“So we really need to utilize the knowledge and the expertise and the experts in our organization. And this platform really helps us to make a connection that hasn't happened before.”

SEBASTIAN HEIN
IT BUSINESS PARTNER, ROCHE

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ABOUT STONLY



Stonly is for customer support, success & product teams to create interactive step-by-step guides for self-serve help, troubleshooting and adoption. Stonly is also perfect for internal knowledge bases. When you need to explain how your product works to customers, share knowledge with your team, describe workflows for your projects, onboard new employees, and more, Stonly gets you there.

51

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Stonly simplifies our complex processes with step-by-step knowledge right where agents and users need support, resulting in a faster and more consistent experience.”

ANDREA ESKANOS
CUSTOMER SUCCESS ENABLEMENT, REMOTELOCK

“Stonly’s adaptive self-serve enabled my team to reduce support tickets and deliver a top-notch support experience. Customers were sharing glowing feedback!”

GRÂCE KUTIMA
CUSTOMER SUCCESS MANAGER, THE BRADERY

“Stonly’s interactive guides break down complex topics into clear, step-by-step instructions, making it easier for customers to find the answers they need.”

DAMIAN DUDEK
PRODUCT MANAGER, GENERALI VITALITY

“With Stonly’s decision trees seamlessly integrated into Zendesk, our agents can efficiently and confidently guide customers through any scenario.”

THERESA TACITE
CUSTOMER OPERATIONS LEAD, FASTNED

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ABOUT TETTRA



Tettra is the simplest and most delightful way to write about any process or project happening in your company. They have instant access to information and other people. In seconds, they can find answers, connect with people, and share their voice with the world.

40

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“There were a lot of things going on in Quip. And it got to the point where it was hard to find knowledge. Every time you'd search for something, a bunch of related documents might pop up, but none of them were what you were actually looking for.”

JULIA MELYMBROSE
FORMER DIRECTOR OF PEOPLE AND OPERATIONS,
ANIMALZ

“The way Tettra lays this out is really helpful, because it has all those requests in a queue, so we never lose track of the things we still need to update.”

TAYLOR PIKE
ACCELERATOR OPERATIONS LEAD, TECHSTARS

“It's easy to edit, it's easy to give editing and administrative permissions, and it's really quick and intuitive. I'd recommend it to anybody.”

AARON STONE
CUSTOMER SERVICE TRAINING SUPERVISOR, RECTEQ

“The biggest benefits of working with Tettra, I would say that it's user friendly, and the search and accuracy, it's amazing.”

TOBIAS
DOMAIN EXPERT, FORTNOX

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