



Some Preparatory Remarks from the Author:

Achieving Success is not as simple as it was in my Great Grandfather's day. That is not to say it was any easier then, or impossible today—knowledge, the flow of knowledge and the exchange of knowledge are still cornerstones of success. The picture above is a family photograph of my great-grandfather's workshop. He was an inventor, entrepreneur, and successful businessman. At one point in his life he achieved notoriety as Eddie Rickenbacher's race car mechanic. This photo is from that period of time, when most automobiles were built from scratch. Success of my great grandfather's endeavors depended on the same basic criteria that leads to success today: Making the right decisions for the right reasons. In order to accomplish this, he depended on Master Craftsmen, like Ned in this picture and the flow of Ned's knowledge to the rest of the enterprise for effective action. He has ample light put on his work from the windows, he accomplished his analysis on the chalk board to the left, his tools were organized in the cubby holes in the center of the photo, and the shelves in the lower right sufficed to

handle his enterprise content management.

Today, in order to make the right decisions for the right reasons, our challenges demand higher levels of personal understanding and mature enterprise processes. Information Technology, Knowledge Management, and Data Collaboration in particular have stepped in to bridge the capability gap. Clarity and insight are improved with portals and other web-enabled collaborative tools, ensuring that the right information gets to the right people. We accomplish analytics and visibility through a variety of automated data capture methods and create meta-data, all to improve our understanding of the enterprise and its environment. We harness data mining and visualization to discover enlightening patterns within the large volumes of data we have created. And we enlist content management processes and analysis applications to bring order to data chaos. Although these tools are necessary, they aren't sufficient. We must also achieve greater understanding of the decision-makers (paradigms, experience, values, etc.) and the enterprise (culture, processes, etc.) to ensure success.

Success in both the public and private sectors still depends on the decision-maker. The speed of knowledge and experience evolution will not wait for the long-term cycle of creating master craftsmen, however. Massive data availability and real-time data delivery only accelerate the increase of chaos and complexity. Whoever masters these challenges will blaze the trail to success that others will struggle to follow. This booklet provides an outline to the SabiOso solution. I don't attempt to market our services, or even mention our products, but rather provide you with a foundation understanding of who we are, what we believe the challenges are and how we solve these problems everyday for clients in the public and private sectors. I would appreciate hearing from you if you have either positive or negative feedback on this text.

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