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5 Best Knowledge Management Software for Businesses

When shared right, knowledge multiples and thrives!

Every business has information to share among employees and customers to impart knowledge about the organization, product, or services. [35%](#) of companies use knowledge management software to improve employee performance and learning. Also, better organization and information sharing led to [39%](#) of organizations with improved decision-making, innovation, and time to market.

Collecting knowledge is only the beginning. To make the information useful, you need to format, organize, share, and analyze it. Without these steps, the knowledge will not be very effective. Fortunately, there are knowledge management systems available to help with these tasks.

With countless solutions to manage your knowledge base, choosing the right one will be a game-changer. Use this list of the top six best knowledge management software with features that can transform your organization's productivity.

What is a Knowledge Management Software?

Knowledge management software is a tool designed to facilitate the efficient distribution and retrieval of information by employees and customers. This technology consolidates data into a single, unified resource, thereby preventing data silos and simplifying the process of locating information.

Knowledge management software leads to a streamlined work experience resulting from better understanding, collaboration, and process alignment. Additionally, it offers content creation capabilities, including a knowledge base that both employees and customers can utilize. It enables users to locate fast and straightforward solutions without a hassle.

Why Should You Have One

Data organization and sharing within the firm can be challenging without knowledge management software. According to a survey by IDC, [33%](#) of companies struggle with collaborating on their data due to data silos.

Choosing the right knowledge management software acts as a knowledge directory, helping you find the right place for your information. This reduces access time and costs and enhances operational efficiencies.

Businesses experience a wide range of benefits by implementing knowledge-base software, such as:

- Find all educational resources under a single roof
- Experience less redundancy of information
- Avoid information overload during employee onboarding
- Develop trust and transparency in the team with collaborations
- Determine the skill gaps among employees

5 Best Knowledge Management Software

[1. Document360](#)

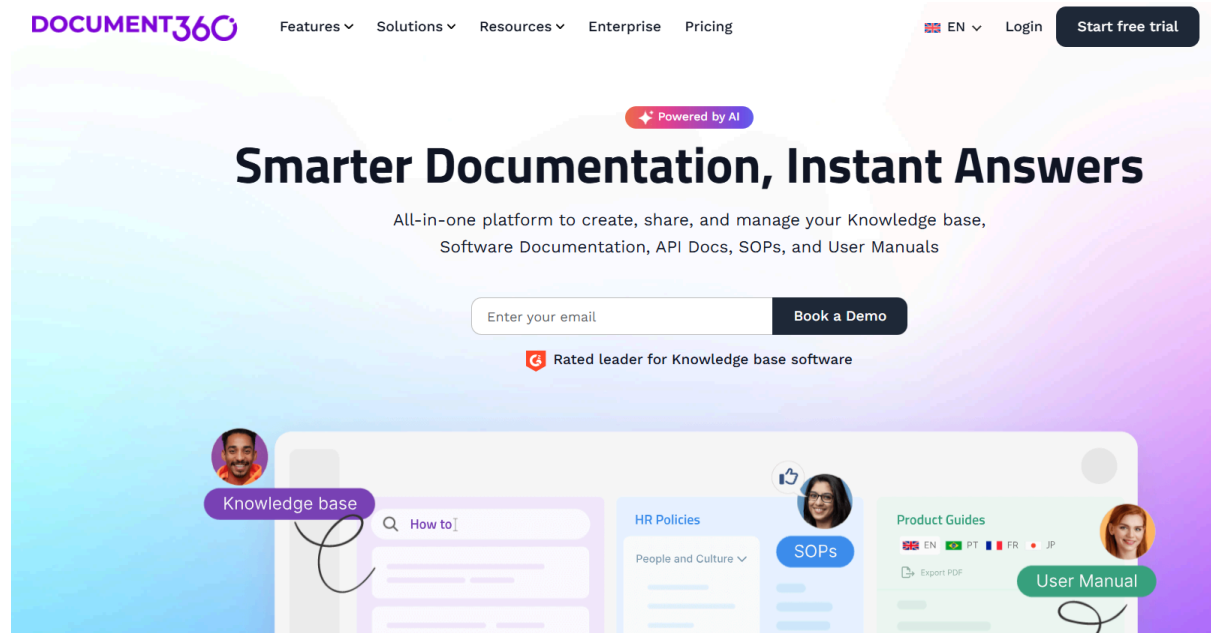
[2. SweetProcess](#)

[3. Slite](#)

[4. Archbee](#)

[5. Notion](#)

1. Document360



[Source](#)

Document360 is an AI-powered knowledge management software with a simple user-friendly interface to [create user manuals](#), document SOPs and provide knowledge base for your stakeholders. All its design elements, including colour, layout, and typography, boost readability and the user and customer experience. Global giants like TicketMaster, McDonald's, Daikin, and many more trust Document360 because it is straightforward.

Document360 makes creating user guides, technical documents, and articles much quicker and easier. The knowledge base assistant, Eddy lets you find accurate answers quickly and suggest relevant articles to continue your exploration. It tops the list of [best knowledge management software](#) for businesses due to its feature set, which boosts efficiency and increases collaboration within the firm.

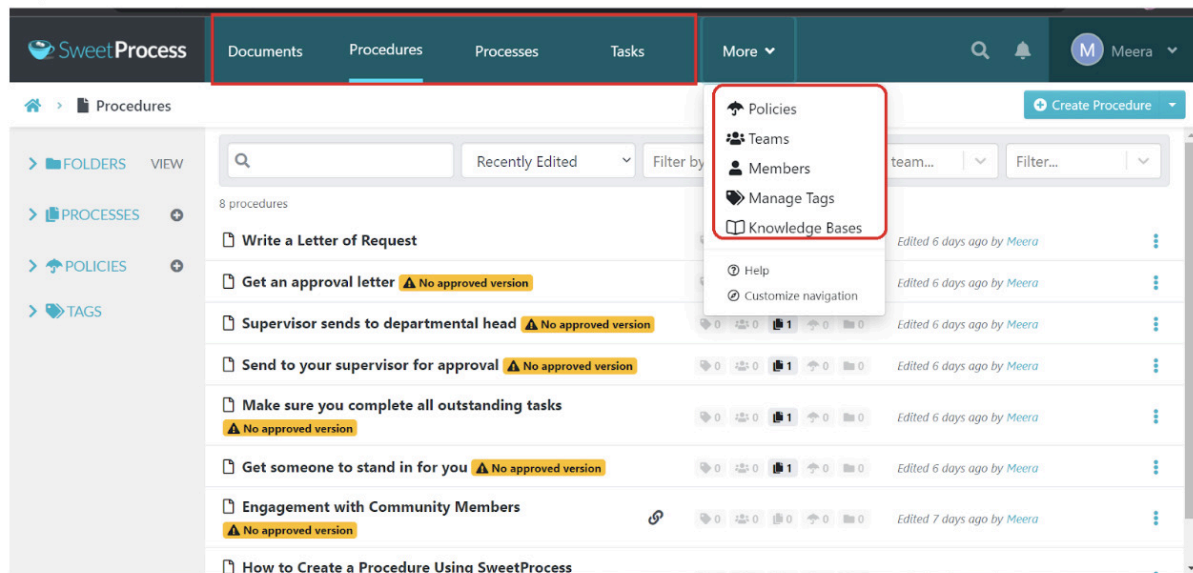
G2 Ratings: [4.7](#)

Key Features:

1. AI Powered Search and Ask Eddy AI to provide accurate answers from your knowledge base
2. Automatically generate FAQ pages with AI generator
3. Create, organize, and share large amounts of data with a user-friendly editor
4. Experience Gen AI in Knowledge management, with Ask Eddy feature to generate prompts, summarize the article and generate SEO descriptions.
5. Internal comments, workflow management, rollback, and version control for easy collaborations
6. Monitor data trends, usage, and performance with the built-in analytics
7. Keep track of internal and external business feedback

8. Integrate third-party tools like Slack, Microsoft Teams, Google Analytics etc, and integrate with any tool using Javascript.

2. SweetProcess



[Source](#)

SweetProcess is another cloud-based platform that lets you easily create daily processes automatically using your standard operating procedures (SOP). It is best used for new employee training procedures, as the system can interactively guide the newcomer.

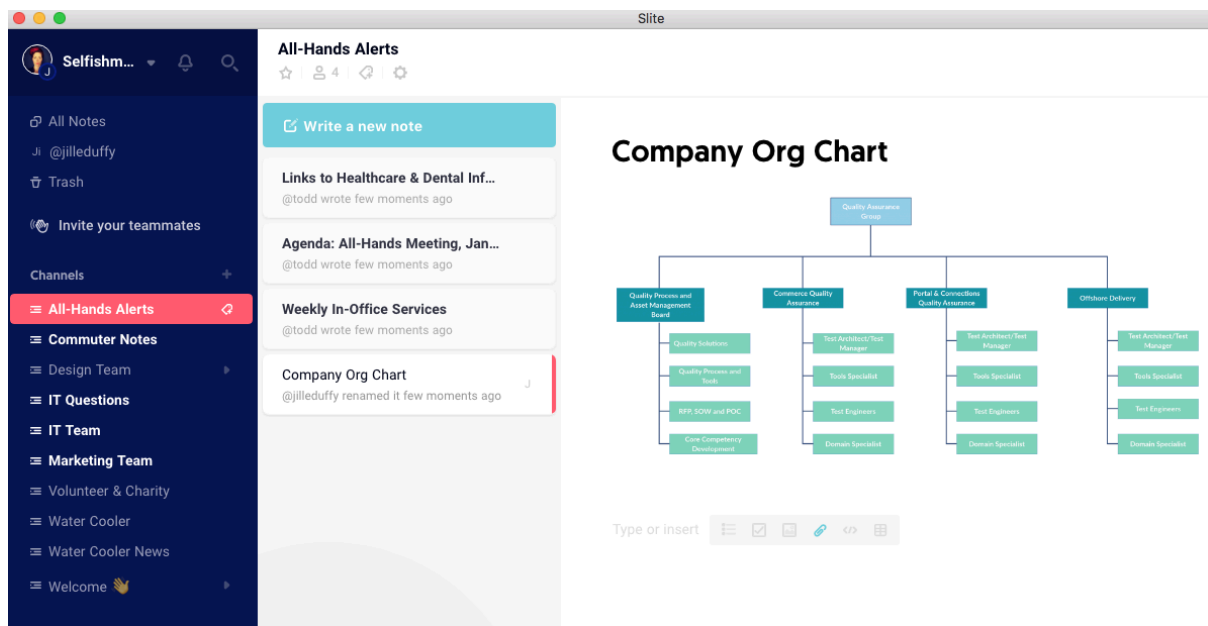
Your team can document tasks step-by-step and create checklists for the new employee as the software monitors progress, checks off completed tasks, and assists in identifying areas for process improvement. With the right procedures and team, it can be the best knowledge management software.

G2 ratings: [4.3](#)

Key Features:

1. Assess and improve the team's understanding of the company with quizzes
2. Map your decisions and steps with diagrams to improve data analysis
3. Crop, add text, and draw images using the built-in image editor
4. Record data changes with version history and rollback
5. Implement policies for the right adoption of business

3. Slite



[Source](#)

What if you've already established your information on a knowledge-based software but want to move to a better platform? Slite has you covered! Slite is the best knowledge management software if you want to migrate.

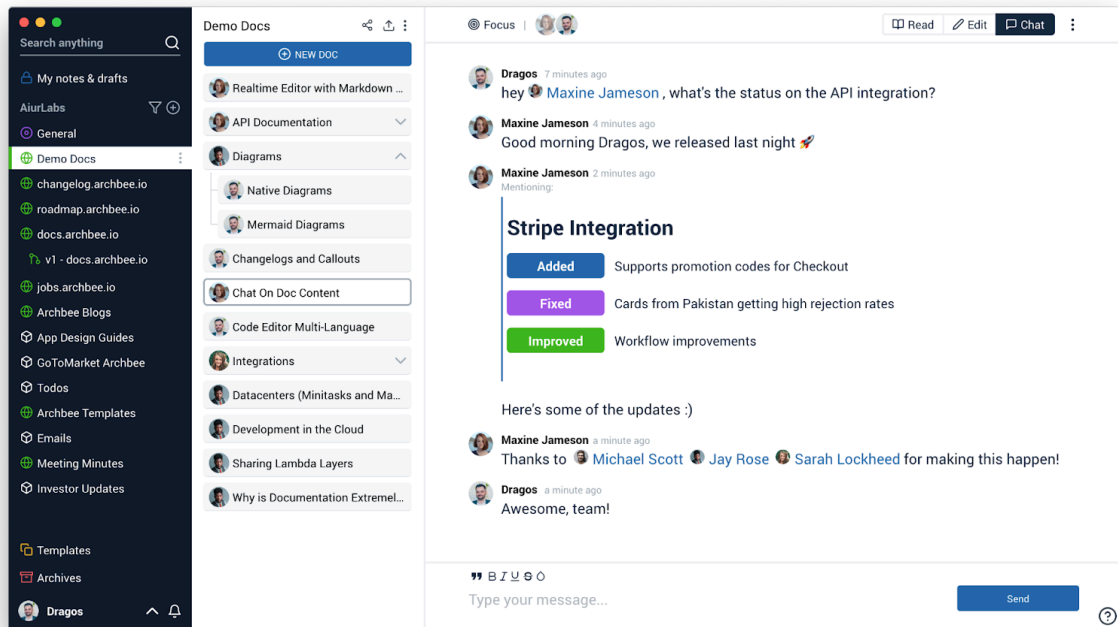
With Slite, you need not start from scratch—simply transfer your data from any platform easily using its simple procedure. Why would you migrate? Its solid automating capabilities make it a good choice. Trusted by renowned brands like Canon and Logitech, it is dynamic knowledge base software designed to manage all types of knowledge.

G2 ratings: [4.5](#)

Key Features:

1. Automate translation, correcting grammar, adjusting tone, summarizing content, and much more with AI
2. Validate documents with timelines to remove irrelevant and outdated information
3. Automate procedures to create and manage recurring documents
4. Analyze the work behavior and patterns of the team

4. Archbee



[Source](#)

Archbee is the best knowledge management software for collaboration, making teamwork simple and seamless.

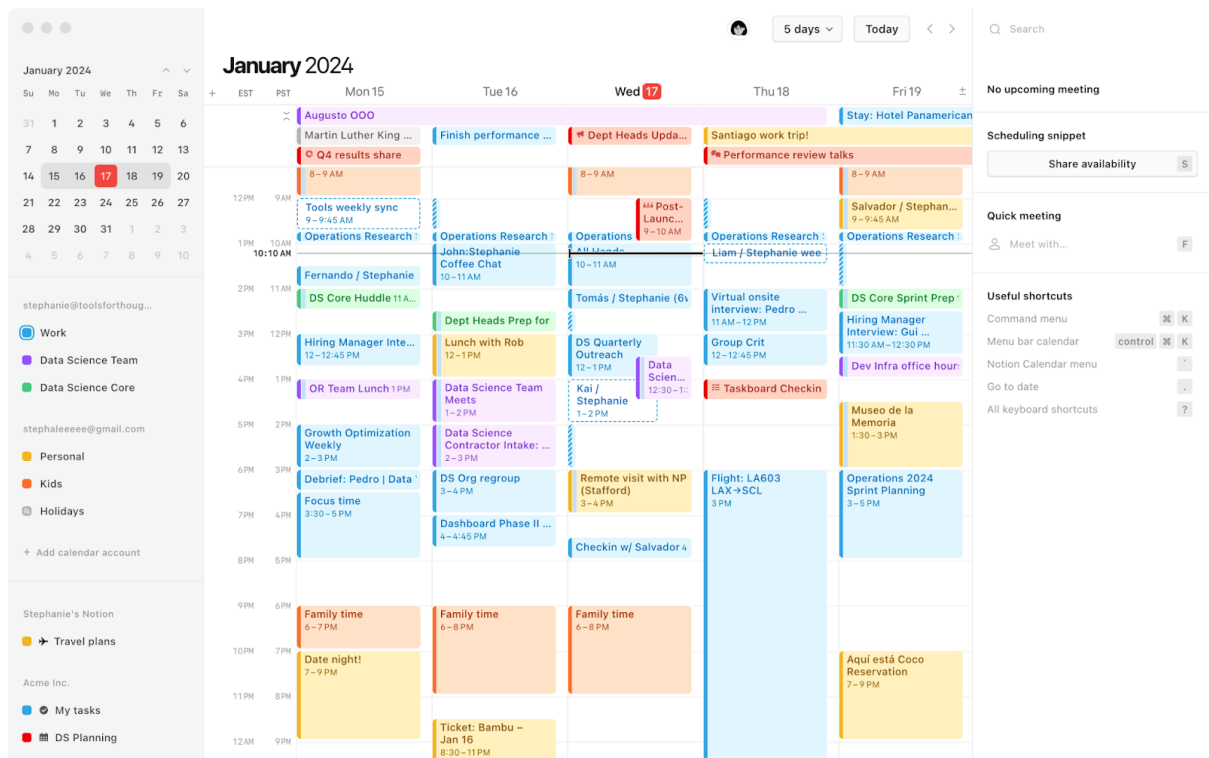
With Archbee, you can review and implement changes with your team, assign subject matter experts, and keep your content updated. It is a simple business documentation tool that features all the necessary functionality.

G2 ratings: [4.5](#)

Key Features:

1. Collaborate on the same document in real-time with instant feedback, review, and decision-making.
2. Authenticate user passwords, unique links, guest IDs, special tokens, and more for enhanced data security.
3. Access and sync documents between Archbee and GitHub repositories
4. Publish documents and information directly to the business domain with Archbee host

5. Notion



[Source](#)

Notion is a popular productivity and note-taking software designed to support your ideal workflow and manage progress.

It is one of the most versatile knowledge base software, continuing to integrate many features. Given its reputation and growing feature set, we couldn't avoid including it in this list of the best knowledge management software.

G2 ratings: [4.7](#)

Key Features:

1. Create specific spaces dedicated to your team or projects
2. Brainstorm ideas and perform customized edits with the built-in Notion AI
3. Create personalized templates for documents or choose from a vast library of over 10,000 templates
4. Manage meetings, commitments, and schedules at a glance with the integrated calendar
5. Automate task flows, database entries, and bug reports

Conclusion

Effective knowledge management software is essential for your business to efficiently capture, store, and share knowledge across the organization. This will help your business grow and enhance customer and employee engagement.

Based on your needs and budget, choose the best knowledge management software for your company from the given list.