



MANAGEMENT INTERVIEW

Akuter, Inc. - Knowledge Management, Risks & Solutions...

Mr. Bourgeot, what does Akuter do?



Didier Bourgeot

Established in 2000, Akuter, Inc. addresses the worldwide Knowledge Management market with a particular focus on medium size businesses (200 to 5000 employees). Akuter Enterprise, a revolutionary and innovative product, is an integrated software solution simplifying the production, management and delivery of complex corporate and industry knowledge resources.

So, what 'pain' does Akuter address?

Akuter addresses Compliance and Certification. There are many industries where compliance is required to run a business. For example in the US pharmaceutical sector, companies must comply with the Code of Federal Regulations (CFR) such as '21 CFR Part 11'. 21 CFR applies to healthcare industry and Part 11 to electronic signature, which ensures there is no manipulation in the records. At any time, an inspector of the Food and Drug Administration (FDA) can ask for employees' records and their compliance training certification. Procedures can change daily and actions must be taken to assure that every employee is notified, trained and certified accordingly. This is why Akuter Enterprise includes an alert messaging system that notifies employees and their managers that a new procedure has been created and relevant curricula and assignments upgraded. A report will be generated automatically with their new status. If access to the new procedure has not been attempted after a preset threshold, a new alert can be triggered. If certification is failed, proper action can be taken.

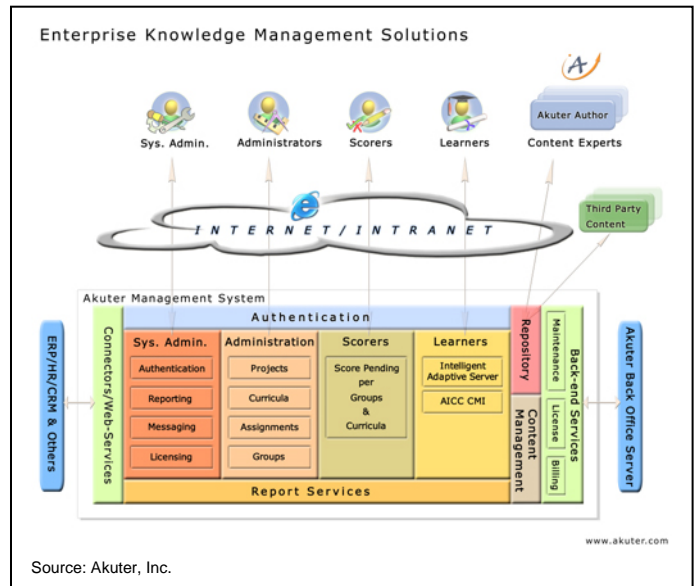
What other industries benefit from Akuter?

In sectors like transportation, construction and heavy industries, Health and Safety issues put companies at risk if improperly addressed. Even in softer activities such as education or administration people need to comply with regulations and federal or state labor laws. Non-compliance may result in legal action and expensive fines. Healthcare companies must adhere to formal training procedures set forth by the Health Insurance Portability and Accountability Act (HIPAA) in regard to privacy and security regulations. Akuter Enterprise not only will track and record all training and certification activities in detail but will also deliver the training itself, at anytime, anywhere. Because it is

linked directly with the company's resources such as Standard Operating Procedures (SOP), such as forms or media, the people who are to receive training and certification will access the latest updated version of any documents or training content.

What other important fields does Akuter cover?

In a different note, you will find that Channel Certification is a key component of business success. Many companies have to use sales channels to reach



their market. Knowledge transfer, meaningful certification as well as compelling feedback from the users are all key factors of success. Failure to correctly manage the channel partner readiness will have an impact on both revenues and customer satisfaction. It is not a one-time effort but a constant effort.

What will be the next challenge for Akuter?

Marrying eLearning and collaboration becomes a necessity. These two fields are crossing over swiftly as fewer people travel and more people are spread out. The technology is there; adoption in a multicultural, multilingual and multi time zone environment is the challenge.

Didier Bourgeot, President & CEO Akuter, Inc.
650-488-4883 / 604-435-3473 didierb@akuter.com