Functional architecture of KPMG's Knowledge Manager

Remote and network users

External user

Remote access

Office user

LAN/WAN
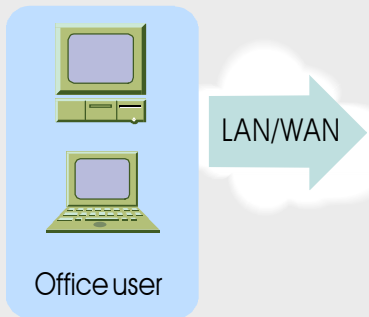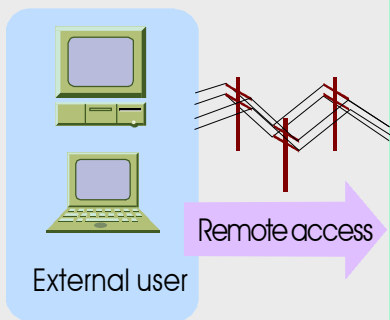
FirstClass server cluster includes electronic messaging and

Threaded conference messaging
- Request help
- Discuss marketing issues
- Collaborate on projects
- Share product experience

Real-time meetings
- Instant answers to queries
- Virtual meeting place

Reference document storage
- Proposals
- Catalogs and price lists
- Marketing plans
- Census information
- Consumer research
- On-line consumer access

External facilities available to servers

Public e-mail

Internet

Communication gateways

Fax server

Pager/wireless

555-1212

Document server

News

Public databases

Data access

Corporate SQL databases