



Be Lazy, Ask **Pigro**

Pigro helps people find clear-cut answers inside the ever-growing knowledge bases of their organizations.

41%

Of managers say content findability is
the top-one problem to solve

13%

Time wasted on duplicated work



Company logo

What is the Knowledge Management market projection for the next years? History

Marketing

Knowledge Management Market projection

Amid the COVID-19 crisis, the global market for Knowledge Management estimated at US \$381.5 Billion in the year 2020, is projected to reach a revised size of US\$1.1 Trillion by 2026, growing at a CAGR of 19.8% over the analysis period.

Sales Marketing

Company's Sales Presentation

The worldwide Knowledge Management Process market is projected to record a 20.1% CAGR and reach US \$ 523.1 Billion by the end of 2027.

In this presentation we provide a holistic evaluation of the market. We offer a comprehensive analysis of key segments, trends, drivers, restraints, competitive landscape, and factors that are playing a substantial role in the market.

Knowledge Management Software Whitepaper

Knowledge Management Software Market size was valued at USD 22.45 Billion in 2020 and is projected to reach USD 58.81 Billion by 2028, growing at a CAGR of 12.67% from 2021 to 2028. Factors such as decreased call handling time, improved governance, reduced training times, and increased customer satisfaction are predicted to fuel the Knowledge Management Software Market over the predicted years.

Blog Article no. 25

With the remote working pattern emerging as a mainstream phenomenon, the need for knowledge

Open Download Edit

Suggestion 2 of 4

Knowledge Management Market Projection

Global Knowledge Management Market to Reach \$1.1 Trillion by 2026

Amid the COVID-19 crisis, the global market for Knowledge Management, estimated at US\$381.5 Billion in the year 2020, is projected to reach a revised size of US\$1.1 Trillion by 2026, growing at a CAGR of 19.8% over the analysis period.



Knowledge management is a managerial approach through which an organization collects, analyzes, systematizes, stores, and shares its knowledge assets or knowledge-based intellectual property. The global market is anticipated to expand due to the growing need to retain customers and improve customer satisfaction.

The COVID-19 pandemic and the resultant remote working phenomenon has provided a significant boost for knowledge management solutions across the world. With the remote working pattern emerging as a mainstream phenomenon, the need for knowledge management solutions is expected to increase going forwards.

HOW IT WORKS



servicenow

box

STEP 1

Connect any knowledge base



Dropbox

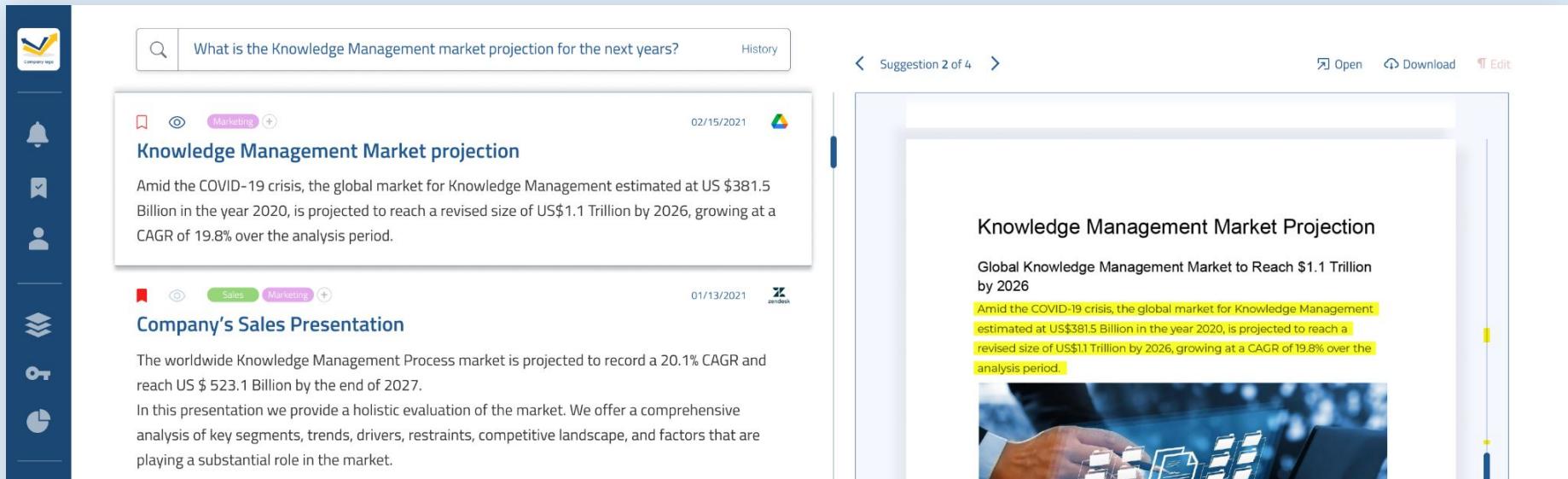


Confluence

zendesk

STEP 2

Ask and get a clear-cut answer



What is the Knowledge Management market projection for the next years? History

02/15/2021 

Knowledge Management Market projection

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01/13/2021 

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Suggestion 2 of 4  

Open Download Edit

Knowledge Management Market Projection

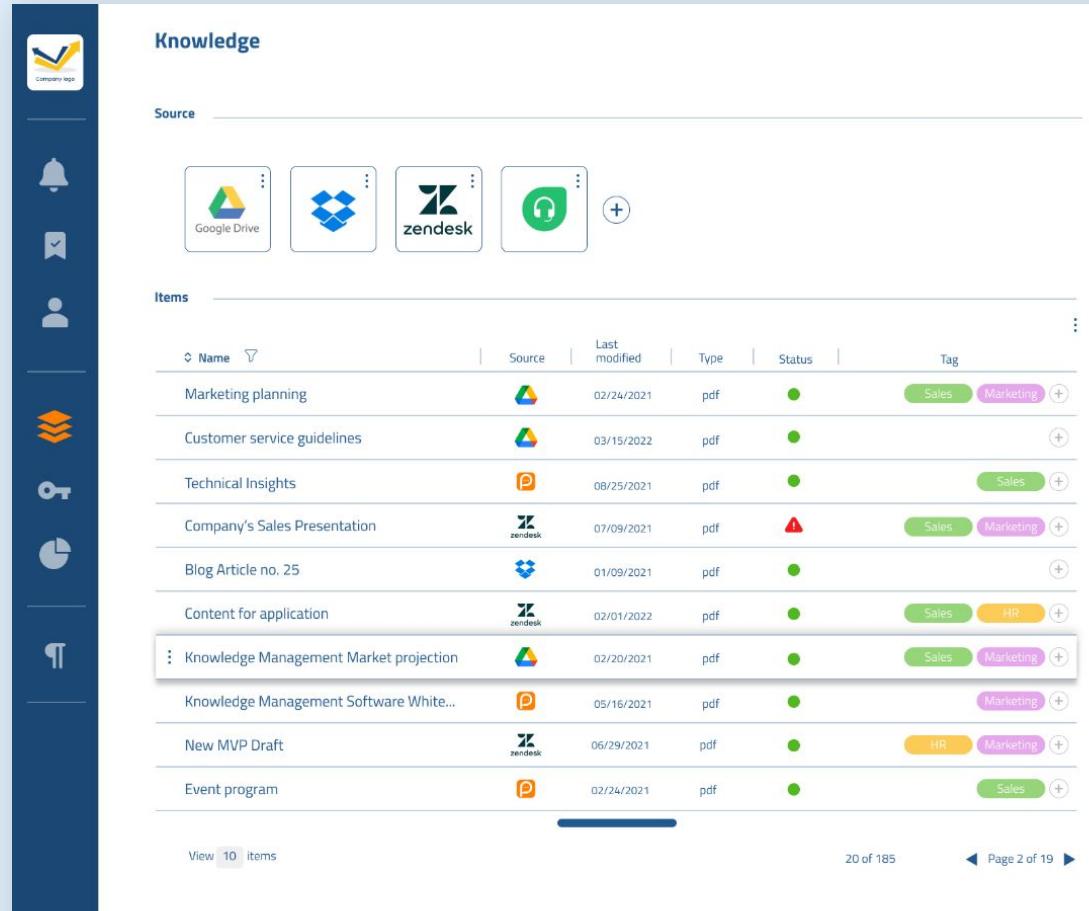
Global Knowledge Management Market to Reach \$1.1 Trillion by 2026

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STEP 3

Enjoy
dynamic
import



The screenshot shows the pigro Knowledge Management interface. On the left is a dark blue sidebar with various icons: a checkmark, a bell, a bookmark, a user profile, a gear, a key, and a pie chart. The main area has a light blue header with the title 'Knowledge' and a 'Source' section. Below this are four cards for 'Google Drive', 'Dropbox', 'zendesk', and a fourth card with a headphones icon. A '+' button is to the right of the cards. The 'Items' section has a table with the following data:

| Name | Source | Last modified | Type | Status | Tag |
|--|--|---------------|------|--------|--|
| Marketing planning |  Google Drive | 02/24/2021 | pdf | ● | Sales Marketing + |
| Customer service guidelines |  Google Drive | 03/15/2022 | pdf | ● | + |
| Technical Insights |  zendesk | 08/25/2021 | pdf | ● | Sales + |
| Company's Sales Presentation |  zendesk | 07/09/2021 | pdf | ⚠ | Sales Marketing + |
| Blog Article no. 25 |  Dropbox | 01/09/2021 | pdf | ● | + |
| Content for application |  zendesk | 02/01/2022 | pdf | ● | Sales HR + |
| Knowledge Management Market projection |  Google Drive | 02/20/2021 | pdf | ● | Sales Marketing + |
| Knowledge Management Software White... |  zendesk | 05/16/2021 | pdf | ● | Marketing + |
| New MVP Draft |  zendesk | 06/29/2021 | pdf | ● | HR Marketing + |
| Event program |  zendesk | 02/24/2021 | pdf | ● | Sales + |

At the bottom, there are buttons for 'View 10 items', '20 of 185', and 'Page 2 of 19'.

COMPETITIVE ADVANTAGE

SPEED IN FIND
THE ANSWER



 Hebbia

 ZIR AI

 algolia

 elastic

 Stravito

 PRYON

 Bloomfire

 pigro



Searchable.ai

LOW SETUP AND
MAINTENANCE

-- CUSTOMERS --



BNP PARIBAS



-- POC --





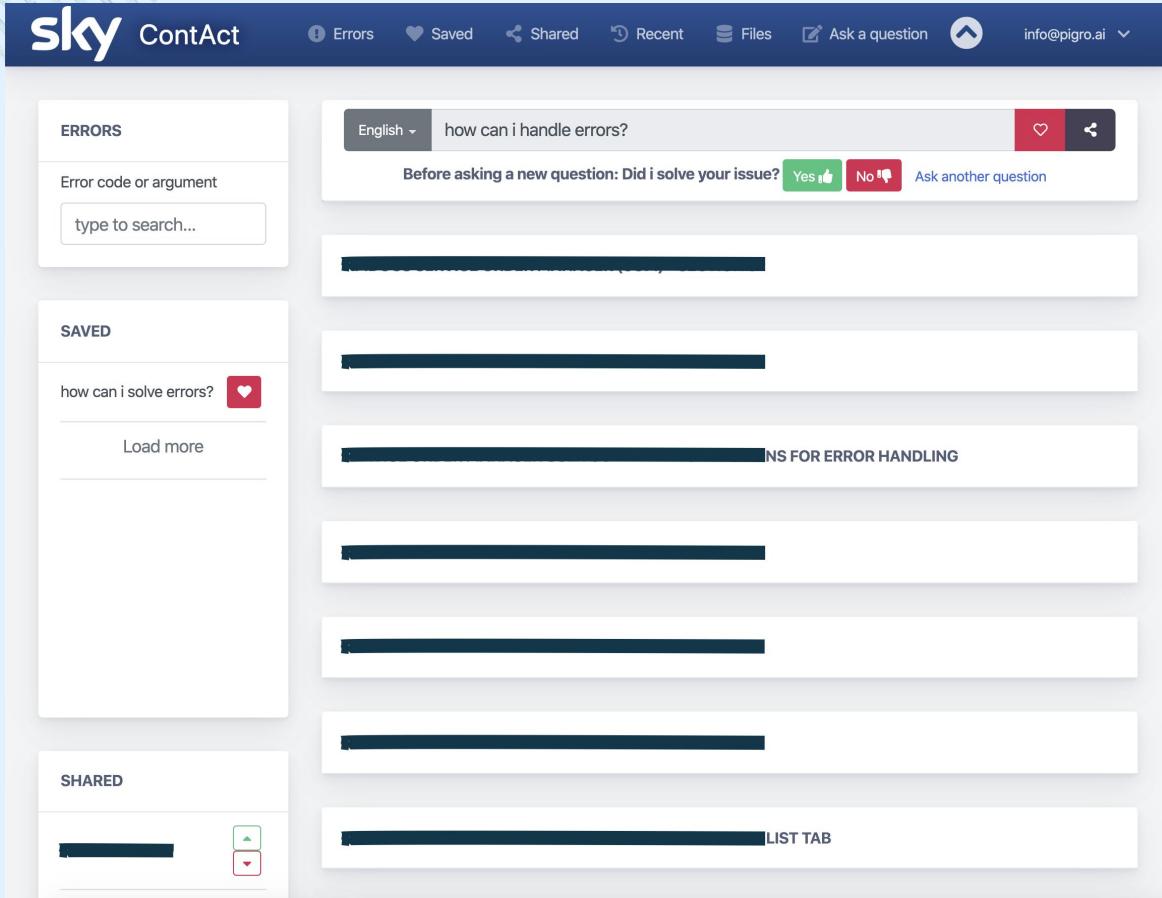
- Salesforce customer
- POC
- Customer service L1 & L2

“Ready in just 2 weeks without any effort, Pigro allowed us to focus exclusively on the launch of the new business unit.”

4000+ Sky’s Customer service Agents use Pigro to solve issues while they are on the phone with the customers



Massimo Bertolotti
CIO Sky Italy and Pigro Advocate



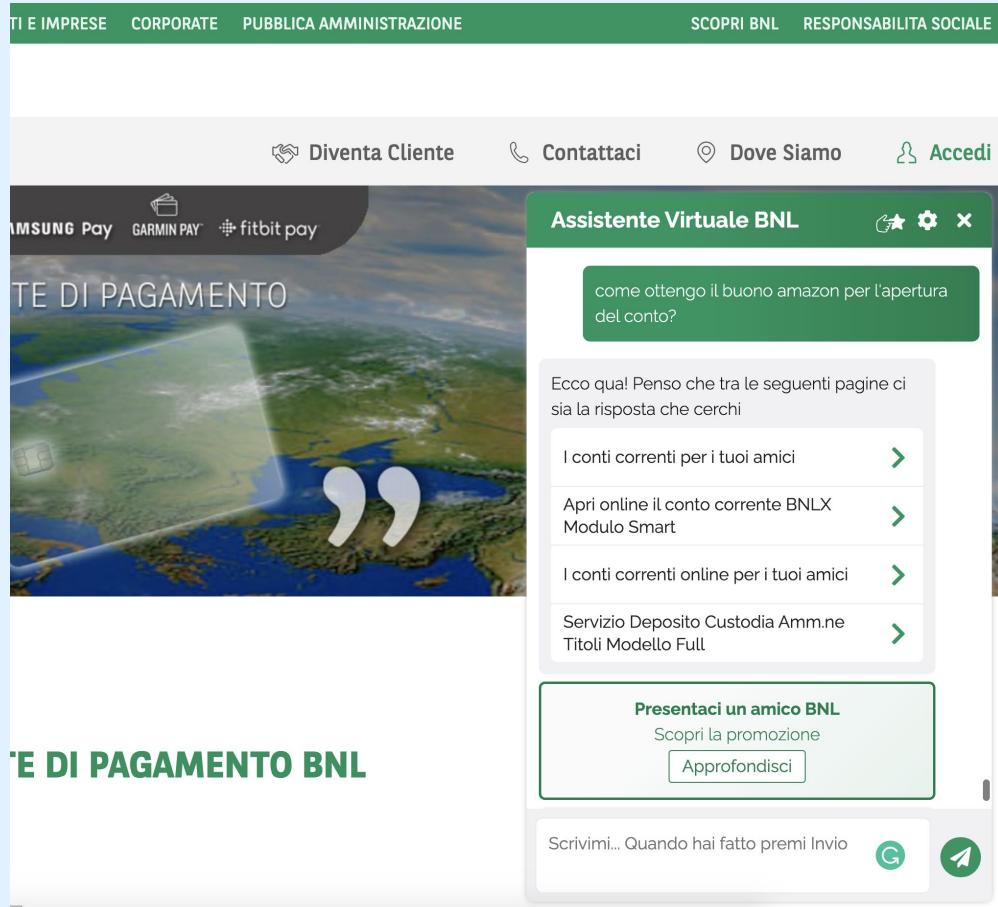
The screenshot shows the sky ContAct web application interface. The top navigation bar includes links for Errors, Saved, Shared, Recent, Files, Ask a question, and a user account. The main content area has three tabs: ERRORS, SAVED, and SHARED. The ERRORS tab is active, displaying a search bar with the query "how can i handle errors?", a language dropdown set to English, and a message asking if the issue is solved. Below this are several search results, with the first one partially visible and labeled "NS FOR ERROR HANDLING". The SAVED tab shows a list of saved items, with the first item being "how can i solve errors?". The SHARED tab shows a list of shared items, with a "LIST TAB" label visible at the bottom.

Customer service agent support

A web app with a knowledge retrieval system supporting Tier 1 and Tier 2 customer service agents. Agents can search for technical and commercial information while they are on the phone with the customer.

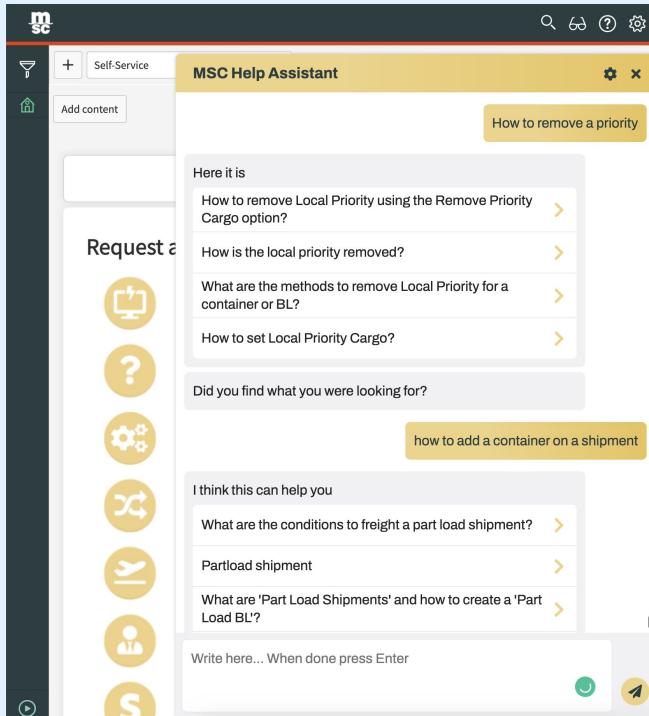
Advanced search engine

A search solution that enables its users to find what they need by themselves. Pigro indexes all the pages of your website and allows users to ask complex questions in natural language. You can now provide your customers with a set of clear-cut answers, which will increase customer satisfaction.

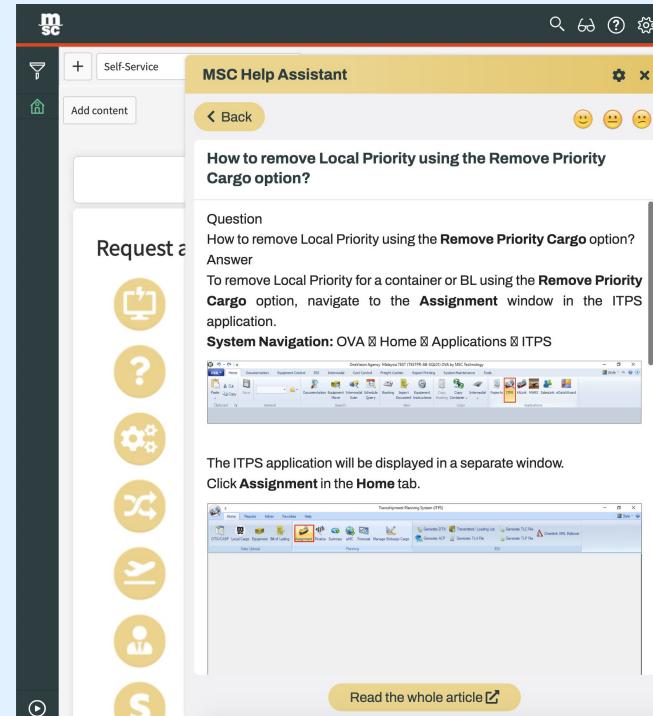


The screenshot shows the BNL website's homepage. At the top, there is a green navigation bar with links for "TI E IMPRESE", "CORPORATE", "PUBBLICA AMMINISTRAZIONE", "SCOPRI BNL", and "RESPONSABILITÀ SOCIALE". Below the navigation bar, there are several calls-to-action: "Diventa Cliente", "Contattaci", "Dove Siamo", and "Accedi". A banner for payment methods like "SAMSUNG Pay", "GARMIN PAY", and "fitbit pay" is visible. The main content area features a large image of a globe with a transparent credit card overlay, with the text "TE DI PAGAMENTO" overlaid. To the right, a sidebar titled "Assistente Virtuale BNL" contains a search bar with the query "come ottengo il buono amazon per l'apertura del conto?". Below the search bar, a list of suggested answers is shown, each with a right-pointing arrow: "I conti correnti per i tuoi amici", "Apri online il conto corrente BNLX Modulo Smart", "I conti correnti online per i tuoi amici", and "Servizio Deposito Custodia Amm.ne Titoli Modello Full". At the bottom of the sidebar, there is a box for referring friends with the text "Presentaci un amico BNL", "Scopri la promozione", and a "Approfondisci" button. A message input field at the very bottom right says "Scrivimi... Quando hai fatto premi Invio" and includes icons for Google and WhatsApp.

Internal IT/HR support



The screenshot shows the MSC Help Assistant search interface. At the top, there's a search bar with a magnifying glass icon and a dropdown menu. Below the search bar, there's a 'Self-Service' button and a 'Request a...' button. On the left, there's a sidebar with icons for Home, Help, Settings, and Support. The main content area is titled 'MSC Help Assistant' and shows a list of search results. The first result is 'How to remove a priority' with a yellow button below it. Below the results, there's a section titled 'Did you find what you were looking for?' with a yellow button. At the bottom, there's a text input field with placeholder text 'Write here... When done press Enter' and a yellow search button.



The screenshot shows the MSC Help Assistant search interface with a detailed article. The article title is 'How to remove Local Priority using the Remove Priority Cargo option?'. It includes a 'Back' button, a 'Request a...' button, and a 'Read the whole article' button. The article content is divided into 'Question', 'Answer', and 'System Navigation'. The 'Answer' section contains text and a screenshot of the ITPS application. The 'System Navigation' section shows the ITPS application window with various icons.

A search widget to support your employees that you can integrate into your intranet platform. You can deliver the correct answer for each user respecting files and resources access permissions. Let employees solve IT and HR issues by themselves.

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Hagras
 Abdelhamied
 Senior Developer

THANK YOU!



We are shaping a world without folders,
where people can just find information easily.

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