

Knowledge Base 2.0

Functional knowledge
management system

Why should you choose Easy Redmine's Knowledge base 2.0?

A knowledge base provides support for the collection, organization, recovery, and sharing of knowledge for customers and employees. Data can be stored in the knowledge base about how a new product, process, or system works. FAQs, troubleshooting guides, and other pertinent specific details are essential for many companies. An internal knowledge base improves efficiency, communication, and collaboration in companies. Its importance has grown with the rise of Agile methodologies. Atlassian's Confluence is the market leader in central knowledge management, but there are alternatives that outperform it in certain areas.

Confluence of Atlassian

Confluence has established itself as a common choice in the central knowledge management market. Confluence's namespace structure, divided into spaces, provides clear organization and separate authorizations for each space. However, setting up a meaningful tree structure for pages within the spaces can be time-consuming and cumbersome, especially if authors have to do it themselves using drag-and-drop methods.

Confluence from Atlassian relies on "Spaces": You can set up new rooms for teams very quickly and provide them with access protection. However, this quickly results in many knowledge silos and no central places for sharing business-critical knowledge and searching.

For those who prioritize open-source solutions, Confluence is not the best choice. If you are unsure of how to handle Confluence's structure with its various spaces, you may be better served by considering an alternative. Today we will take a closer look at BlueSpice, which is integrated into Easy Redmine, and compare both systems.

Knowledge Base 2.0 of Easy Redmine







Knowledge Base 2.0 of Easy Redmine, on the other hand, builds on the Wikipedia approach: Knowledge should be as accessible and quickly findable as possible. All knowledge is therefore organized much more "centrally" and captured with a fast and precise search engine. In addition, there are the most important functions for fast and systematic editing, quality assurance, mapping complex content, and much more. And, of course, extra rooms for teams and projects can be set up with Name spaces, in specific cases by dedicated Knowledge base instance.

One of the key features of Knowledge Base 2.0 is its semantic search, which is an advanced search option achieved using the SemanticData extension. This makes searching much easier in technology-focused wikis, and BlueSpice is ahead of its competition in this aspect.

BlueSpice is up-to-date in terms of compliance, including key security features and adaptability of appearance. It integrates directly with LDAP or AD, or you can manage your own user database. The user interface is intuitive and user and group rights can be managed independently or with LDAP or AD.

What solution is best for you?

The following product comparison makes clear that Knowledge Base 2.0 with its feature set and integration to Easy Redmine is a serious alternative, a compact product that doesn't require add-ons purchasing and thus brings clear and predictable values and cost of ownership. The table below provides the main comparisons between Confluence and Knowledge Base 2.0.

Entity	Knowledge base 2.0	Confluence
Purpose	Organizes documentation, processes, manuals, and quality management and maintains knowledge within the whole organization.	For sharing knowledge with only a selection of coworkers.
Use cases	<ul style="list-style-type: none"> – Knowledgebase – IT documentation – Technical documentation – Intranet – QA, manuals and process descriptions – Process documentation – Support and customer service documentation – Quality management – Organization manuals and how-tos – Integrated management system 	<ul style="list-style-type: none"> – Knowledgebase – IT documentation – Technical documentation – Intranet
Technology	PHP, JavaScript	Java
Open Source		
Server licenses (On-premises)		
Cloud licenses		
License for distributed architectures (high performance)	BlueSpice farm subscription	Datacenter license
Other ways of technical provisioning	<ul style="list-style-type: none"> – Docker – Virtual Machine 	<ul style="list-style-type: none"> – Docker
Expandability	Various MediaWiki extensions	Acessible plugins via App Store
Localization	Over 25 languages supported	25 standard languages
Customizations and services	Professional and personal support	Support via external partners

Features comparison

	Knowledge base 2.0	Confluence	Benefits of KB 2.0
Search	●	●	Knowledge base 2.0 uses state-of-the-art: ElasticSearch
WYSIWIG editor	●	●	Simple editing
Wiki syntax editor	●	●	Maintaining more complex page content
Templates and page templates	●	●	Maintaining more complex page content
Dynamic content elements (e.g. Macros)	●	●	Creating lists, directory pages and similar
File attachments	●	●	Integrating documents (Office, PDF) into article
PDF export	●	●	
Word import/export	●	●	
Structured forms, advanced forms	●	Purchasable App	Professional working with forms and structured data is a strength of KB 2,0
Page hierarchy	●	●	Simple structuring of content
Book functionality	●		Creating and maintain manuals
Category system	●	●	Sorting many contents (articles, pictures, file attachments) in BlueSpice systematically with a hierarchical category system
Separate spaces or subwikis for teams	Knowledge base 2.0 farm edition or Namespaces	●	Providing content for access-protected groups
Rights management and simple user administration	●	●	Standard setup requires no user management as it is fully managed via Easy Redmine (SSO) including basic rights. Still possible to create "private" Name Spaces for user groups and similar
Single-sign-on / Central authentication	●	●	
Drafts	●	●	
Draft approval	●	Purchasable App	
Review and workflow functionality	●	Purchasable App	
Commenting and discussion	●	●	
Read confirmations	●	Purchasable App	

Reminder or resubmission	●	Purchasable App	
Blog	●	●	
Customization of skin	●	●	KB 2.0 do not allow skins for Name Space
Tasks	●	●	Deep integration with Easy Redmine
Ticketing system integration	Additional customization necessary	●	<ul style="list-style-type: none"> - User management integration - Search articles directly from Easy -Redmine - Article on ER's business dashboards - Mentions of a task in KB articles - Mentions of Articles in Tasks

Which knowledge base is better?

When it comes to knowledge base alternatives, both Confluence and BlueSpice have their pros and cons. Confluence is a popular choice in the market and has a well-structured namespace system, but its rigid rights management system can limit collaboration and creativity among users. For a wide spectrum of companies, Knowledge Base 2.0 may be a better choice than Confluence due to its advanced semantic search.

Why? Because semantic search understands natural language queries and provides more accurate results, even when the user accidentally misspells his query. With its open-source roots, BlueSpice offers a more affordable option without sacrificing features or functionality. This makes it a compelling alternative for those looking to save costs while still maintaining a robust knowledge management system.



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