

# AskMe

## PRESS RELEASE

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### Department of Commerce Deploys AskMe Enterprise to Bolster Service to U.S. Exporters

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**(Bellevue, WA) January 27, 2004** – ([www.askmecorp.com](http://www.askmecorp.com)) AskMe Corporation, the leader in enterprise software and services for deploying Employee Knowledge Networks (EKNs), announced today that the Commercial Service of the U.S. Department of Commerce (DOC) is deploying AskMe Enterprise™ in its operations worldwide. By using an EKN, the U.S. Commercial Service agency seeks to deliver the collective knowledge of its Trade and Commercial Specialists to improve the speed and quality of service provided to U.S. companies that export goods and services.

Facilitating \$23 billion in U.S. exports in 2002, Trade Specialists in the U.S. Commercial Service provide U.S. companies with information and services on export issues such as industry information, market entry strategy, sales channel and required certifications and logistics across a variety of industries and countries. Moreover, Trade Specialists span 108 U.S. Export Assistance Centers throughout the country, and the Commercial Service has offices in 85 countries worldwide. To meet the challenge in communicating best-known expertise across numerous locations, the agency is deploying an EKN, internally named *DOC Insider*, to allow Trade Specialists to better share collective knowledge across the organization and provide even higher quality service to U.S. exporters.

“International trade accounts for one third of the U.S. GDP, and in current economic conditions, it is more important than ever that U.S. companies compete and win in the global marketplace.” says Thomas McGinty, National Director of the U.S. operations of the Commercial Service. “AskMe Enterprise has helped us provide more comprehensive and efficient service to our clients. We are excited to be working with this innovative solution that has already demonstrated success in the private sector.”

AskMe’s Professional Services integrated the Web-based EKN with the organization’s existing IT infrastructure and document repositories. For example, Trade Specialists use their Lotus Notes email to search the EKN for subject matter expertise and receive search results in their email inbox, whether they are in the office or on the road for business trips. They can also access documents from the frequently-used Market Research Library directly from the EKN.

According to Laura McCall, Project Manager of *DOC Insider*, “The implementation and adoption of AskMe’s solution is off to a very promising start. AskMe’s service methodology has worked well for us. AskMe’ recommendations, tools and services for integration, training, and communication helped to

ensure an excellent end-user experience for the Trade Specialists, whether they're using it in Germany, Mexico, or Cleveland.”

Udai Shekawat, CEO and co-founder of AskMe Corporation, comments, “U.S. Commercial Service is using AskMe Enterprise to work more efficiently and provide better client service. AskMe is proud to have the Commercial Service of the U.S. Department of Commerce as a customer, and we are confident that the success of *DOC Insider* will create more opportunities for AskMe to work with other agencies in the federal government to deliver similar results.”

### **About AskMe Corporation**

AskMe Corporation is the world's leading provider of Employee Knowledge Network software solutions for Global 2000 companies. The company's flagship product, AskMe Enterprise, connects employees with problems to employees with solutions. By using AskMe Enterprise, large companies are dramatically improving the quality and speed of execution throughout their organizations. AskMe's solutions have been deployed by a robust list of blue chip companies that includes Honeywell International, Procter & Gamble, Gerber (a subsidiary of Novartis), Boeing, and CNA Insurance, among others. Founded in 1999, AskMe is privately held with headquarters in Bellevue, Washington (Additional information at [www.askmecorp.com](http://www.askmecorp.com)).

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