

CHECKLIST

How to Choose Ai Knowledge Management Software?

Choosing the right AI knowledge management software

- 1 Audit your current tools and identify all platforms storing company knowledge today.
- 2 Request live search speed demonstrations in your actual environment, not vendor demos.
- 3 Verify the tool integrates with at least 40+ of your existing apps natively.
- 4 Demand a current SOC 2 Type II report and review it with your security team.
- 5 Test the software for one week with real end users before committing.
- 6 Ask vendors to explain how their AI reasoning works, not just final answers.
- 7 Calculate expected ROI based on specific workflows, not generic cost-savings claims.
- 8 Evaluate how clearly the tool displays answer sources and citation transparency.
- 9 Compare search response times across tools—aim for under six seconds maximum.
- 10 Plan structured onboarding and change management before implementation begins.
- 11 Check that permissions and security controls work across all integrated platforms.
- 12 Request recent customer references and ask about post-implementation search performance.

Read the full article: <https://nlobrain.com/blog/how-to-choose-ai-knowledge-management-software/>

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