



Protect Business-Critical Know-How

Hold knowledge in the business, not in the heads of key personnel

In most businesses, the real operating knowledge - how a process actually works, who to call when something goes wrong, why a decision was made a certain way, lives in people's heads rather than in any system. When someone with deep experience moves on, your business risks that knowledge leaving with them. Without a single source of truth to check against, different people end up doing the same job differently. Not through carelessness, but because there's nothing consistent to follow.

42%

OF BUSINESS KNOWLEDGE
is unique to the individual who holds it

28 hrs

PER MONTH SPENT BY NEW HIRES IN FIRST 6 MONTHS
self-teaching rather than being productive

£25k

UK COST TO REPLACE AN EMPLOYEE
rising up to £100k for specialist employees

How we help

What problems do we solve

- Knowledge living in people's heads, not systems.
- New starters taking weeks to become productive.
- Critical expertise disappearing when employees leave.
- Improvement initiatives depending on individual champions.
- Different people doing the same job differently, because there's no single source of truth to check against.

Business Benefits

1. Reduce Dependency on Key Individuals
2. Protect Business Continuity
3. Lower Recruitment and Turnover Costs
4. Accelerate Onboarding
5. Improve Operational Consistency
6. Create Predictability Whilst Growing

Example Solutions We Can Develop and Deploy

1. Capture Before They Go

Solution: An automated on-boarding system for new starters, paired with a proper off-boarding process that captures business-critical information before someone leaves, rather than losing it on their last day.

2. One Place to Ask

Solution: A knowledge base that grows as the business needs it, layered with a plain-English AI interface, so people get answers without having to track down a specific person.

3. Built Into the System, Not Bolted On

Solution: Guidance and knowledge embedded directly into your management system, so business-critical information stays inside the business, backed by root cause analysis support to make sure improvements actually stick rather than fading with the people who drove them.

Ask Yourself

- Q. Could a new starter in my business find the answer to a process question without having to ask a specific person?
- Q. Is your customer experience different across sites or between teams?

Why Clients Choose LSS

Operations Experience with Digital Expertise

We help you capture knowledge in the context of how your business actually operates

Protecting what your business depends on

Knowledge and Digitisation Combined

Capturing knowledge is the first step; we then ensure it's easily available to the people who need it, when they need it.

Turning expertise into an asset. Not a dependency.

Our Focus on Business Outcomes

Our goal isn't just better documentation; it's helping you build a stronger, more resilient business.

Making you process-driven. Not person-dependent.

EXAMPLE APPLICATION

An intelligent management system people want to use

A Services company predicting further growth reached the conclusion it could no longer depend entirely on the experience of key team members. Current management system documentation was hard to find and much of it lived on employee desktops. A SharePoint-based system was developed, using out-of-the-box functionality to tag documents and control access; this was paired with visual flows enabling employees to find processes and links to systems. An AI agent was layered over the top so they could ask questions without the need to read full documents.

Start with
LSS Discovery

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BOOK A DISCOVERY CALL

Revision 1
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