Kinaxis® Knowledge Centered Service

KCS in Action: Beyond the Article

A glimpse into program evolution and continuous improvement

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Who is Kinaxis?

Kinaxis is a global leader in end-to-end supply chain planning and orchestration, helping the world's most complex organizations anticipate disruption, evaluate trade-offs, and make faster, more connected decisions.

Enterprise Saas technology company

40+ years of supply chain expertise
Founded in 1984. Ottawa, Canada headquarters

400+
Customers worldwide

1,800+
Employees globally
2025 Annual Report

$548M
In Total Revenue
2025 Annual Report

Publicly traded on the Toronto Stock Exchange (TSX: KXS)

KNOWLEDGE NETWORK

28,000+
Registered users supported

8,000+
Active partner users

Maestro

Kinaxis' AI-powered supply chain planning and decisioning platform connects signals, plans, decisions, and execution to help organizations respond quickly as conditions change.

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CURRENT STATE

A global operating model supports KCS at every level

Program leadership, light governance, coaching capacity and role-based participation reinforce shared ownership.

1 KCS PROGRAM LEAD

Program direction, coordination and enablement

11 KCS COUNCIL MEMBERS

Light governance, oversight and Ambassador Award stewardship

13 KCS COACH COUNCIL

Coaching support and capability-building across regions

11 SUPPORT LEADERS

Managers and Directors reinforcing accountability and adoption

GLOBAL SUPPORT PARTICIPATION

51 Technical Support Analysts worldwide

- **37** Certified Publisher TSAs
- **16** TSA Contributors in coaching
- **7** Technical Product Specialists

KCS COUNCIL REPRESENTATION

Team Lead • TPS • KCS Coach Center of Excellence • TSA • Manager • KCS Program Lead

Role counts reflect the current-state figures provided and may include overlapping populations.

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The program matured in five deliberate moves

Each change addressed the next constraint in the KCS operating model.

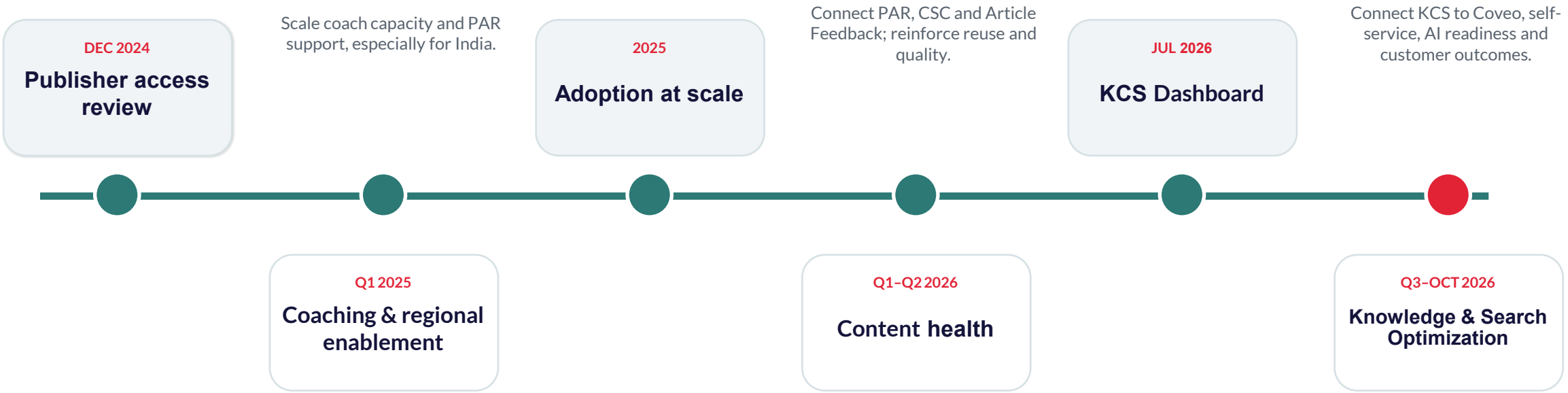


REMOVE BARRIERS	BUILD CAPABILITY	ENABLE & ENGAGE	MAKE IT VISIBLE	CONNECT TO OUTCOMES
Audit Broaden Publisher access	Coaches, PAR support, regional enablement, KCS program survey	Roadshow, newsletter, badges, recognition	Dashboard, manager coaching, actionable signals	Search, self-service, AI readiness
Dec. 2024	2025	2025–Q1 2026	Q2–Q3 2026	Q3–Oct. 2026+ Beyond…

Result: KCS shifted from a controlled publishing program to a broader knowledge operating model focused on participation & recognition, content health, findability and self-service value.

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KCS Program changes timeline



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Removing barriers changed the scale of participation

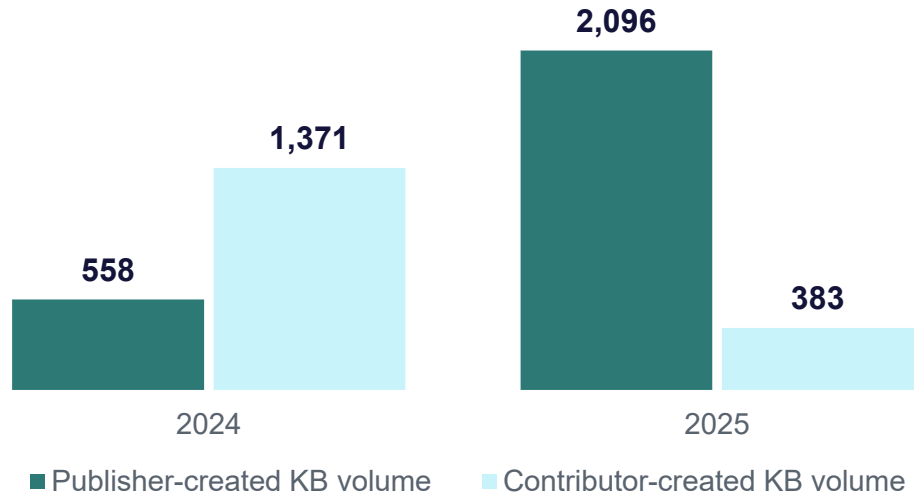
Publisher growth was matched with coaching and review capacity.

37
Publishers by year-end

12
Contributors

12
Coaches

8
New to Support through KCS onboarding



3.8×

publisher-created KB volume compared with 2024 (Not Validated, Validated, Any audience application & easier to address AFB)

558 → 2,096

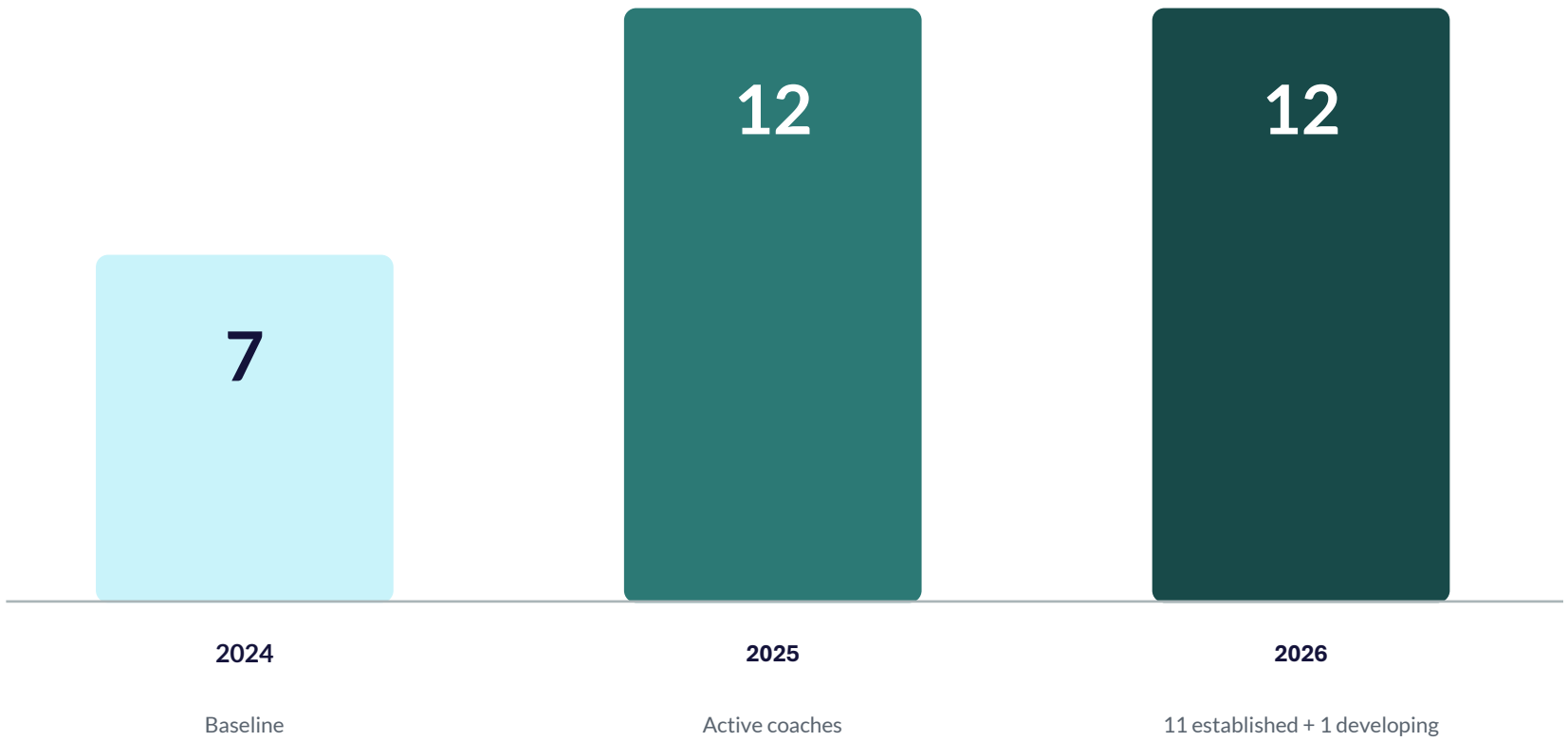
Scale increased without abandoning coaching, PARs, CSCs or audit controls.

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KCS coaching capacity grew, then stabilized

The program expanded coaching coverage in 2025 and is sustaining it in 2026 through Coach-the-Coach development program.



YEAR-OVER-YEAR STORY

24 Building on the existing strong coaching foundation

25 Scaled capacity through Coach-the-Coach 8-week development program + 30, 60 & 90D check-ins

26 Sustained coverage while developing the next coach

Growth → sustainability → maturity

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The KCS Roadshow turned program expectations into practical behaviours

Regional, interactive reinforcement helped contributors and publishers apply KCS consistently in daily work.

6	90	58	85%
regional virtual sessions	minutes each	participants	eligible TSA/TPS/TL participation

WHAT IT REINFORCED

Reuse and improve existing knowledge
Flag it or Fix it
Common KB mistakes and quick fixes
Human validation of AI-assisted content

VALUE CREATED FOR SUPPORT

A shared global standard • greater confidence • less rework • stronger article quality • better preparation for search, self-service and AI

Designed for global access: NA/EMEA, India and APJ, with recordings and AI summaries for continued learning.

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The KCS newsletter made contribution and value visible

Regular storytelling translated program activity into shared learning, recognition and momentum.

1

SHARE

Success stories, practical tips, certifications and program updates

2

TEACH

Show strong examples, explain new expectations and reinforce best practices

3

CELEBRATE

Highlight contributors, coaches, award nominees and regional progress

4

ACTIVATE

Invite submissions, nominations, learning and participation in the program

Visibility → understanding → recognition → participation → stronger knowledge culture

The inaugural newsletter launched in December 2024

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Badges and the Knowledge Ambassador Award made KCS contribution visible

Recognition connected learning, capability and meaningful impact without rewarding article activity alone.

LEARN

KCS v6 Fundamentals
Onboarding & Coaching 6- 8 months
Build a common foundation

PUBLISH

Publisher badge
Apply quality and governance



COACH

Coach badge
Develop others and reinforce behaviours



LEAD

Knowledge Ambassador
Celebrate impact, leadership and culture
KCS Wall of Fame



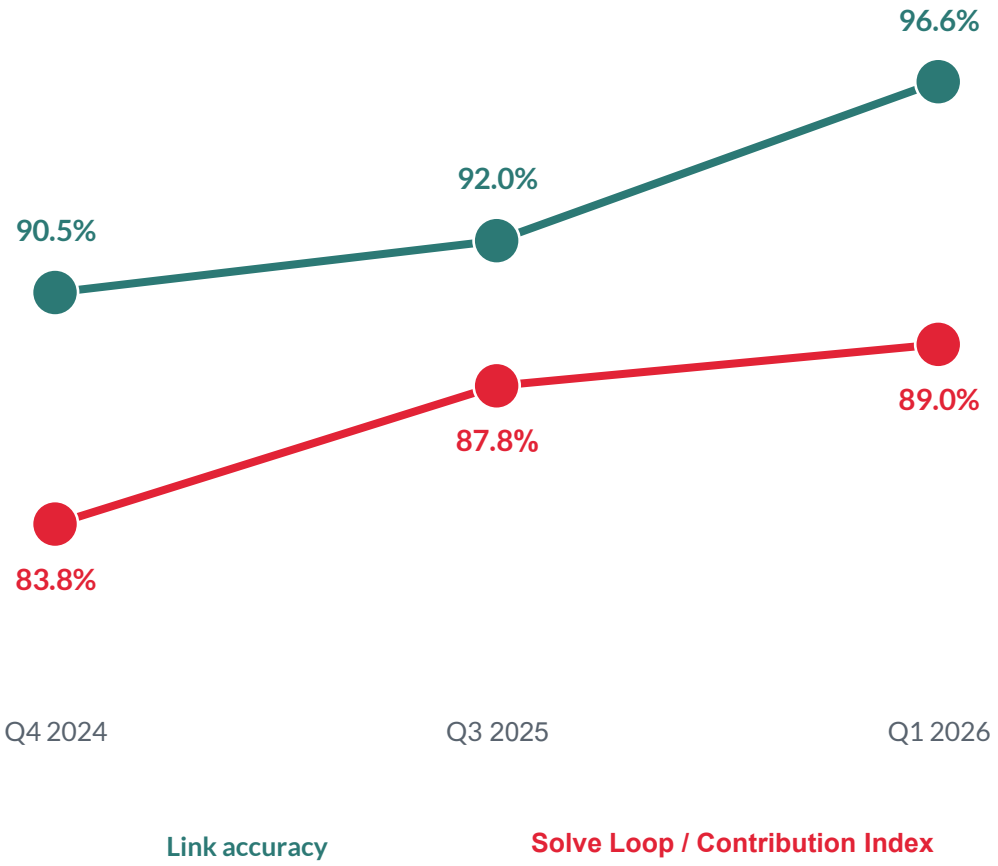
Ambassador Award is peer & manager-nominated, reviewed independently by the KCS Council, validated with evidence and metrics, and awarded twice yearly.

Value: creates visible role models, reinforces quality and reuse, motivates continued contribution, and strengthens a culture of shared ownership.

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Solve & Evolve Loop indicators remained strong

Broader access was paired with reinforcement, coaching and continuous review.



What protected quality

- Manager monitoring for new Publishers
- Coach-the-Coach and cross-region PAR support
- Reuse is Review / Every Use Is a Review
- PAR + CSC + Article Feedback

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Next Era of KCS: KCS Dashboard (Solve & Evolve Loop)

The Support Central dashboard converted program data into coaching signals & program progress (PAR/CSC/Article Feedback)

1

ARTICLE FEEDBACK (Flag it or Fix!)

Open feedback requiring action

2

LINK RATE + ACCURACY

Reuse behaviour and link quality

3

PAR & CSC ACTIVITY

Publisher and Contributor content reviews

4

REUSE/ IMPROVE/ CAPTURE

Solve Loop contributions & opportunities

100% of managers completed dashboard briefings by September 2026

The next step was consistent use in 1:1 coaching and team performance conversations. Showing the TSA the value their creating in real time.

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Community Self-Service stayed above 80% all year

Good-news story: KCS and search improvements are protecting a strong self-service foundation while preparing it for renewed growth.

83.6%

June 2026 Community Self-Service result

81.1%

Q2 2026 Self-Service Success Rate

80%+

Community Self-Service Jan to October 2026

Why the model is changing …

The program moved from publishing activity toward content quality, findability and measurable customer outcomes.

LESSONS LEARNED…

KCS → Coveo search → Self-Service Success

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Listen, guide and optimize the knowledge journey

The next phase uses program feedback and search intelligence to make trusted knowledge easier to find and act on.

1 LISTEN

2026 KCS Program Survey

Launch Nov. 16 • close Dec. 15
15 questions • 5–7 minutes • anonymous

Preserve benchmark questions from 2025 while diagnosing changes in workflow, coaching, recognition, search/findability and AI. Does friction remain?

2 GUIDE

Intelligent Front Door

One guided entry point across the support journey

Interpret user intent, surface relevant and permission-aware knowledge, and guide people to the best next action before a case is created.

3 OPTIMIZE

Search optimization

Coveo relevance, sources and experience

Improve indexing, findability, metadata, ranking, filters, query pipelines and search education; prepare for the Quantic conversational experience with citations.

2025 baseline → 2026 priorities → better findability → stronger Self-Service and Support productivity

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Thank you!



Access • Reuse • Content Health • AI • Findability • Self-Service Success

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