ANCILE
uAlign®

Validated Communications to Accelerate Software User Adoption

Your Challenge

Your organization is under great pressure to ensure successful adoption of software applications. How do you ensure that project leads and project teams prepare users for software rollouts, execute on rollout objectives, and sustain adoption beyond rollout, so that your organization realizes the full value of technology investments? Effective communication is paramount to accelerating and sustaining software user adoption.

> According to the Project Management Institute, 56% of project dollars are at risk and one out of five projects fail due to ineffective communications.

Organizations typically use many existing communications tools such as email, blogs, and social media to facilitate mission-critical communications. Unfortunately, each of these mediums falls short of rising above the noise to achieve validated communications and sustain user adoption.

The challenge for the organization:

- Multiple information streams and voices compete for the employee's attention, and the employee - not the stakeholder - decides what information to consume and when.

- Information is sorted and acted upon by the least important measure: the date it was sent.

- There is no way for stakeholders to confirm if the message was understood or even read.

- Your stakeholders lack the visibility to be able to summarize status and progress across the organization.

MESSAGES RECEIVED

95%
COMPLETED

ON TIME 48%

AVERAGE SCORE 89%

✉ ALL

❗ OVERDUE

⭐ FAVORITES

> The challenge for organizations is how to rise above the noise of multiple disparate communications streams and achieve effective validated communications that will achieve and sustain software user adoption.
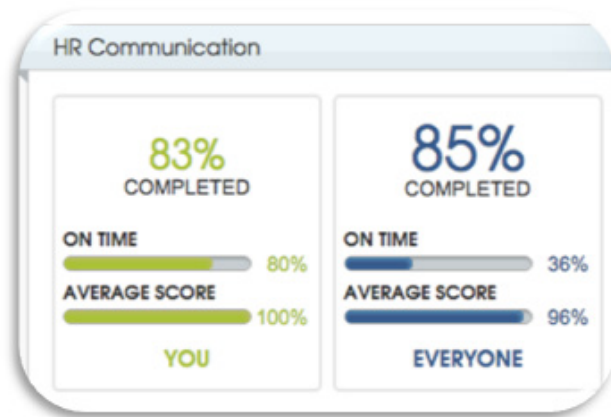
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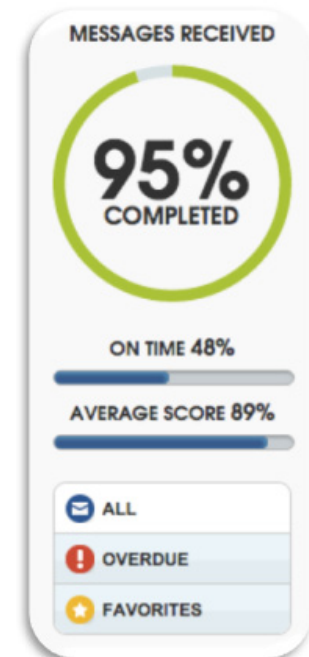
Your User's Challenge

Users need a way to easily identify what's mission-critical so they can quickly get up-to-speed and validate their understanding with minimal disruption.

The challenge for users:

- Users are overwhelmed with the amount of information that is disseminated and struggle to understand its relevance and priority.
- Users need to maintain their proficiency and productivity with software in the midst of constant change.

HR Communication

83% COMPLETED
ON TIME — 80%
AVERAGE SCORE — 100%
YOU

85% COMPLETED
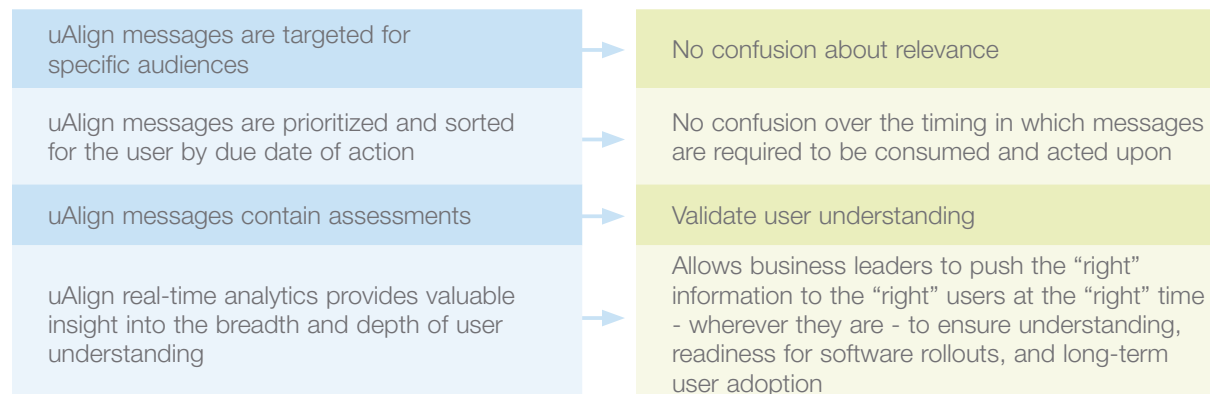ON TIME — 36%
AVERAGE SCORE — 96%
EVERYONE

ANCILE uAlign rapidly pushes mission-critical information,
to the right people, in the right priority, at the right time, on the device
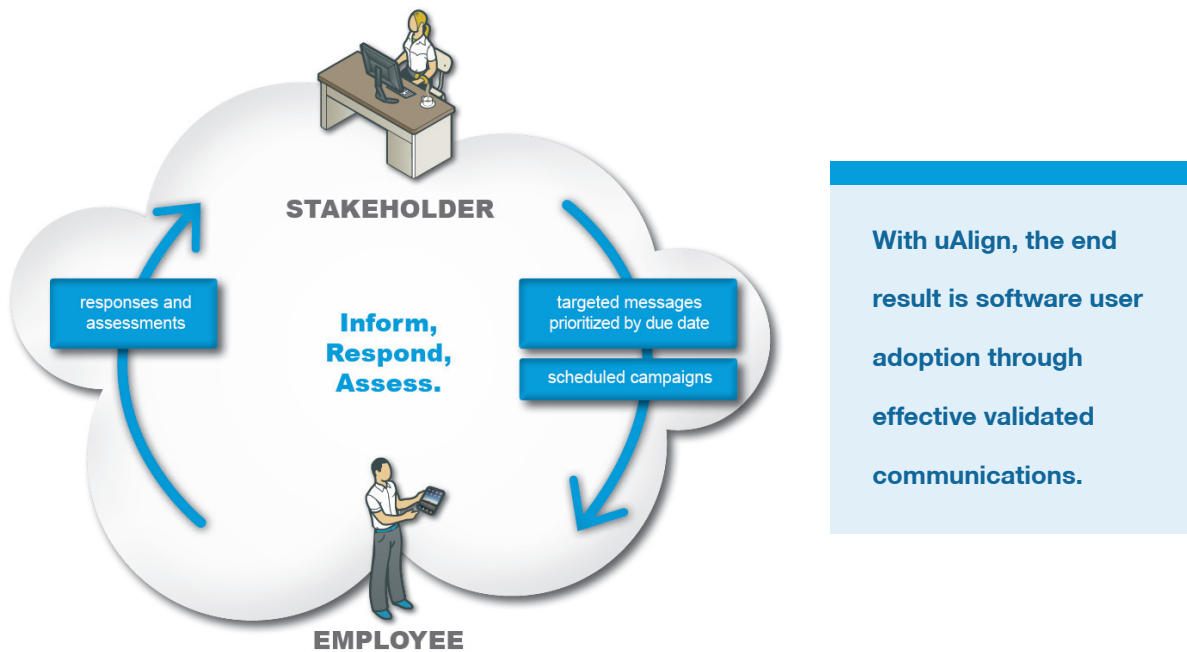of their choice, while validating comprehension.

The Solution

Project leads need to quickly communicate rollout objectives to the right employees – anytime – and receive an instant acknowledgement of receipt and comprehension. They want this capability to be easy to implement and use – with minimal assistance needed from IT staff. Stakeholders expect powerful reporting and analytics to identify gaps in knowledge or understanding and measure ongoing progress towards business objectives. And, finally, stakeholders need to push relevant content to target audiences to accelerate understanding and proficiency to achieve and sustain adoption.

How ANCILE uAlign Solves the Challenge

ANCILE uAlign is cloud and mobile-enabled software that helps organizations ensure user adoption through validated communications. Unlike email or other forms of communication…

uAlign messages are targeted for specific audiences	No confusion about relevance
uAlign messages are prioritized and sorted for the user by due date of action	No confusion over the timing in which messages are required to be consumed and acted upon
uAlign messages contain assessments	Validate user understanding
uAlign real-time analytics provides valuable insight into the breadth and depth of user understanding	Allows business leaders to push the "right" information to the "right" users at the "right" time - wherever they are - to ensure understanding, readiness for software rollouts, and long-term user adoption

STAKEHOLDER

Inform,
Respond,
Assess.

responses and assessments

targeted messages prioritized by due date

scheduled campaigns

EMPLOYEE

With uAlign, the end result is software user adoption through effective validated communications.
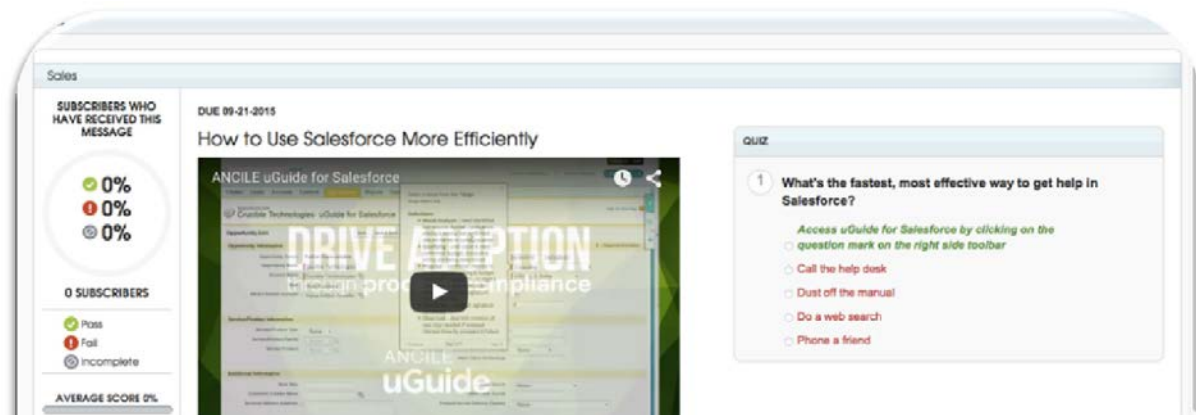
What Can You Do With ANCILE uAlign?

Project teams can use uAlign to deliver targeted and relevant information to prepare and execute software project rollouts and measure progress towards business objectives. End users can use uAlign to build and maintain understanding of software applications and business processes. Organizations can use uAlign to continuously deliver "moments of understanding" that drive proficiency, mastery, and long-term user adoption.

Project Team Focus

End User Focus

Kickoff software project rollouts effectively with the "why" - preparing users up front to deliver on the value of the technology investment

Create targeted and relevant micro-messages containing assessments to transfer knowledge and validate user understanding

View, track, analyze, and report on metrics in real-time for insights into the breadth and depth of user understanding

Enable rapid and seamless onboarding of user groups to expand understanding and build proficiency with the software application

Proactively Identify knowledge gaps and intervene with relevant micro-learning content to sustain user adoption

Project Prep → Implement → Go-live → Onboard → Sustain

A Look at ANCILE uAlign Features

Authoring

- Create messages with text, links, audio, video, images, attachments, read receipts, and knowledge checks

- Add links within messages to promote and access content from other enterprise repositories

- Set message delivery and due dates, and automatically prioritize messages based on due date

- Create channels to broadcast messages to targeted groups or teams

- Create campaigns to automatically deliver a series of messages in a specific order, with predetermined start and due dates

Reading/Responding

- View messages – sorted by due date – from all subscribed channels

- Respond with either a simple acknowledgement and/or a response to a knowledge check

Reporting/Tracking

- Analyze responses for receipt, comprehension, and response time

- Generate reports by employee, message, channel, or campaign

Other capabilities:

- Use Internet Explorer, Safari, Chrome, and Firefox web browsers

- Interface available in English, French, German, Japanese, Spanish, and Portuguese

- Uses the latest security standards and practices to keep your organization's data secure and confidential. All communication between your organization and ANCILE uAlign is encrypted and authenticated.

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