

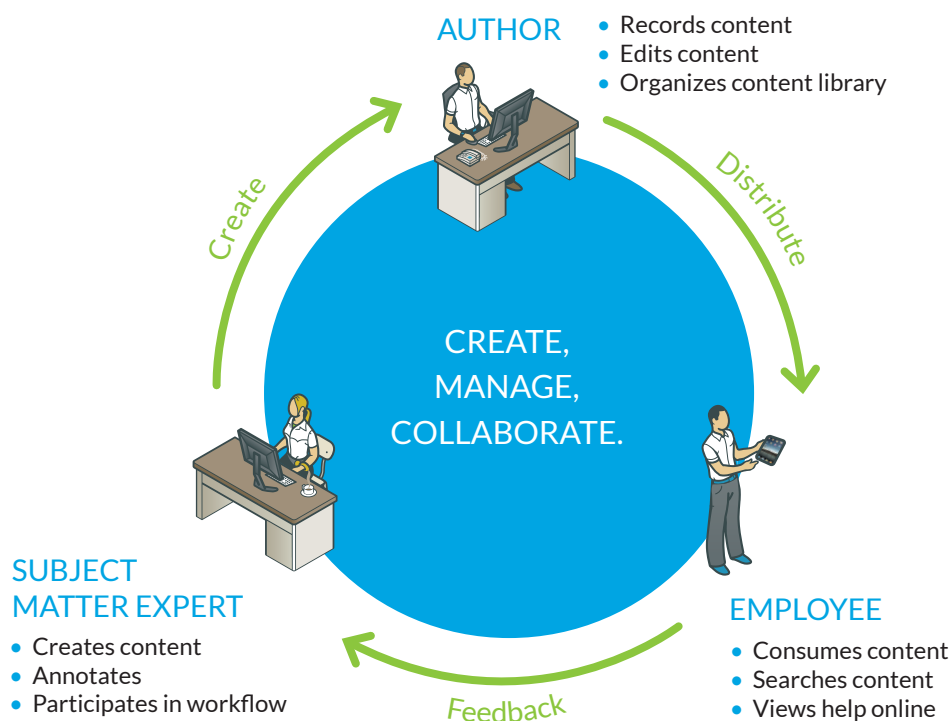
OpenText Personalized Help

Enabling Individual Performance and Team Success

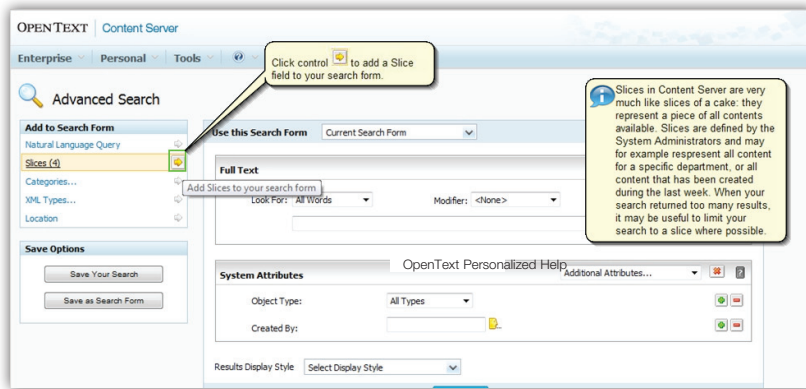
In a knowledge-based economy, your people are your greatest asset. In a technology-dependent business environment, enterprise software keeps your world turning. For today's business, the difference between market leader and second place comes down to employee performance.

How will your organization bring together the efficiency of your enterprise software and the potential of your workforce to ensure that you are maximizing your investment?

OpenText Personalized Help helps your organization get the most out of enterprise software investments through powerful content authoring and management functionality. The result? Performance support delivered at the moment of need, on the device of choice, and relevant to the employee's role and language. With OpenText Personalized Help, authors, subject matter experts, and business stakeholders can easily create procedural documents, simulations, and elearning courses. Content is easily published to a performance support website to support on-the-job needs, team collaboration, push and pull notifications, and personalized learning.



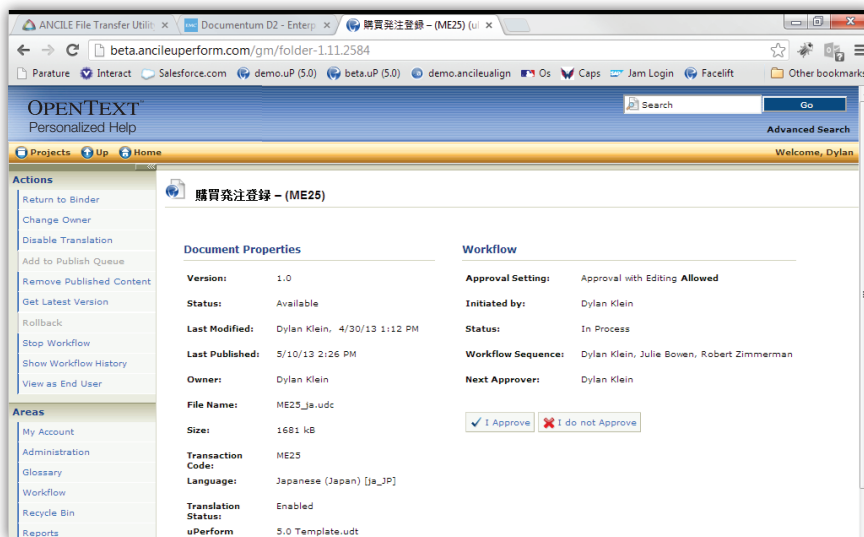
OpenText Personalized Help delivers comprehensive content authoring capabilities.



Enable authors and subject matter experts to contribute expertise – and drive team performance.

- Record standard Microsoft Windows- and web-based applications to create a single-source document and simulation
- Capture audio and insert notes during recording to capture key organizational expertise
- Assign content development tasks to subject matter experts – via email – and enable SMEs with a lightweight, easy-to-use Rapid Recorder tool
- Create eLearning courses that incorporate conceptual information, assessment objects, branching, audio, video, and pop-ups
- Customize templates to ensure consistency and maintain corporate standards
- Create and publish content in over 30 languages

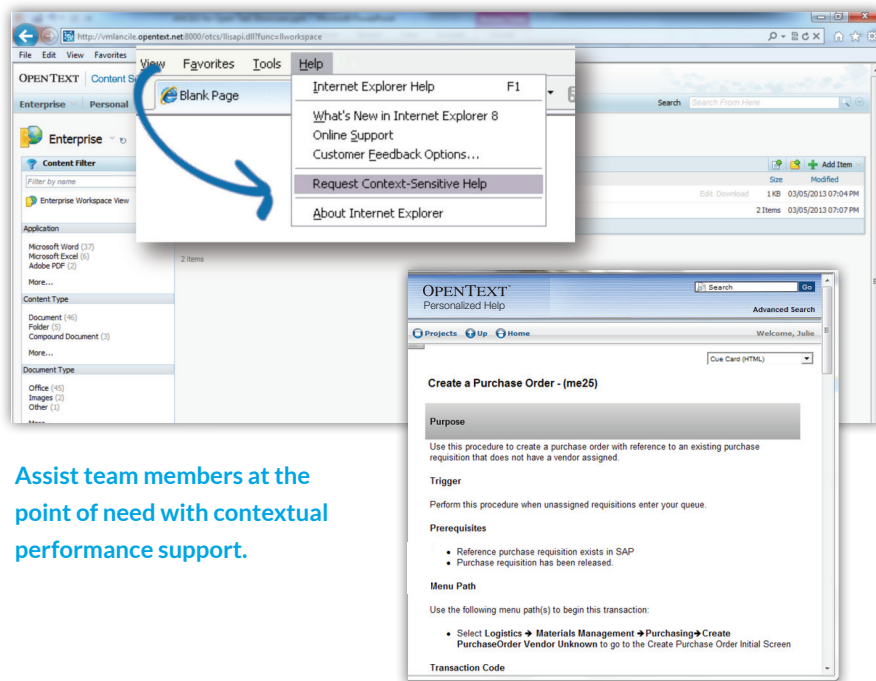
OpenText Personalized Help makes it easy to manage your learning content.



Manage access, content, and distribution to support enterprise application use and adoption – throughout the organization and across the globe.

- Check in content for storage, workflow, and versioning
- Check out a document, simulation, or eLearning course, locking the content for a single author's editing
- Create, edit, and delete author, administrator, and end user accounts
- Maintain a central repository of terms and definitions, and push out updated definitions automatically
- Specify retention periods to keep content fresh
- Create and manage workflows to approve content
- Batch publish to a variety of content types (work instruction, quick reference, course, simulation, test script) and formats (HTML, PPT, PDF, Word)
- Publish content locally, to a website, or a learning management system (LMS)

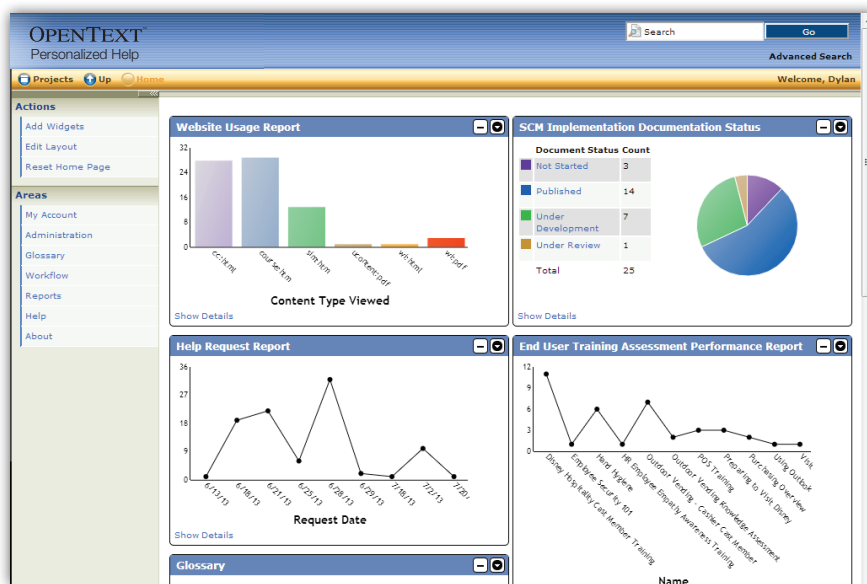
OpenText Personalized Help content is available directly from your employee's current task – for immediate assistance – and organized according to role, process, or other categorization on a website for reference.



Assist team members at the point of need with contextual performance support.

- Deliver context-sensitive help from within Microsoft Windows- and web-based applications
- Participate in author-to-author, author-to-reviewer, author-to-end user, and end user-to-end user discussions
- Receive notifications about changed content
- Incorporate global taxonomies to provide potentially unique content based on geographic location, role, or nationality
- Automatically filter content during browsing based on the user's language
- View published content on Apple iPad

To help determine team readiness and to provide input to measure the return on learning investments, OpenText Personalized Help provides standard and custom reporting.



- Generate document tracking, workflow, and publishing reports to view project status
- Generate an assessment performance report to gauge employee readiness
- View help request and website usage reports to determine where learning content is needed – or could be retired

Provide visibility to learning project status and content usage to inform investments and verify organizational readiness.

OpenText Personalized Help helps your organization get the most out of your OpenText investment through powerful learning content authoring and workforce performance enablers.

The result? Performance support delivered at the right time, on the right device, and custom to the users' business process and language.

Why Performance Support Matters

When you help employees better utilize OpenText applications through performance support, you help your business:

- Increase **help desk and call center efficiency**
- Increase **user productivity and adoption**
- Accelerate **introduction of new applications**
- Easily communicate **new business process and system changes**
- Improve **regulatory compliance**
- **On-board** new employees

Help your users become more proficient - so they can do their jobs more productively and enhance the value your organization receives from OpenText solutions.