

# Unleash the power of your software investment

## HPE Adoption Readiness Tool

HPE Adoption Readiness Tool (ART) provides an easy and cost-effective way to drive software value realization, improve user adoption, and reduce project risk through the provision of documentation, training, and performance support to the user community.

The HPE Software expert-built simulation-based ART courses are easily customized via its powerful single source authoring tool, allowing customer experts to add relevant policies, simply record on-screen activity, and then publish to be accessed by users anytime, anywhere. With ART, users achieve competence in HPE Software considerably faster and make use of more application features, which heightens user productivity, improves end-user satisfaction, and helps maximize organizations' return on investment (ROI).



### Quantifiable business benefits

#### Typical challenges

- Creation of documentation, training, and performance support materials is time consuming and complex.
- Poorly trained users are less productive.
- Insufficient training leads to high support costs.
- Despite expensive time spent away from the job, training has not brought users to the desired level of competency in the application.

#### Continuous education



#### Improve effectiveness and productivity

Users work more efficiently—hence are more productive.



#### Reduce cost

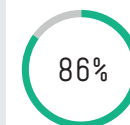
Number of helpdesk calls is reduced.



#### Mitigate risk

Takes the risk out of new projects.

### Anticipated improvements<sup>1</sup>



#### Content development cost

- Reduction in user time spent requesting help: **80%**
- Reduction in support cost: **71%**
- Reduction in total training time: **50%**

<sup>1</sup> Efficiency percentages based on "Business Value Model Update and Benchmark KPI Methodology," IDC, H2 2013.

<sup>2</sup> "Worldwide IT Education and Training 2013 Vendor Analysis," Cushing Anderson, IDC MarketScape, #239139, January 2013.

## Solution brief

### Customer proof points

EVERY Norway's leading IT company reduced training costs by kr400,000 NOK (\$68,000 USD), no longer needing an external vendor to produce training documentation and user guides.

Open Grid Europe achieved significant reduction in the number of helpdesk calls following new software introductions by utilizing HPE ART to provide online guidance to users.

British Sky Broadcasting aims for first year savings of £40,000 GBP with more to come from reduced use of external offsite training courses; reduced resource demands, delays, and logistical costs previously associated with internal education; and savings of at least 100 man-hours a month by providing consolidated new product introduction information via HPE ART.

### Example business case

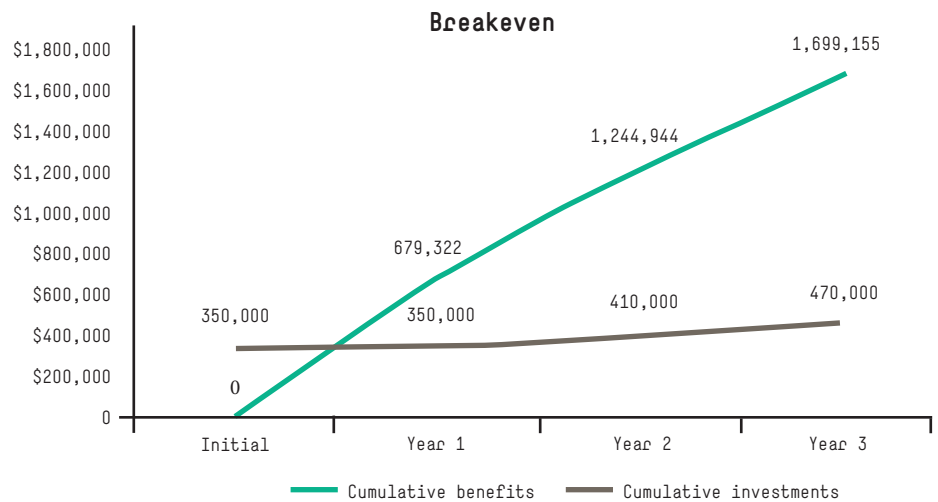
A large **IT services** company deployed HPE Adoption Readiness Tool to address their need for an effective way to train and enable 10,000 staff members to work more efficiently with their installed software solutions. First, they wanted to reduce cost to external vendors for producing **40 hours of instructor-led training (ILT)** and could not afford the cost of creating e-learning material. In addition, they wanted to reduce the **7,200** annual "how-to" services desk calls costing on average **\$12.35 USD per call** to service, plus the non-productive time of the caller. And finally, after software upgrades they wanted their 600 internal IT staff members to return to full productivity sooner than the current **one-week offsite** application training. Their solution was to use HPE ART to provide training that could be used in an instructor-led classroom, or could be used for on-demand e-learning—leveraging the HPE ART single-source multiple-output technology.



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In this example, build ratio of **1:43 hours** is used for ILT and **1:184 hours** for e-learning per Chapman Alliance's research. Hourly rate for development of training material, job aids, user guides, etc., is estimated at **\$100 USD per hour**, and average fully burdened salary of IT staff (FTE) is estimated at **\$44.70 USD per hour** (\$93,000 USD per year).

The following examples use anticipated improvement values from previous page.

#### Reduction in content development cost:

$40h \times 43 \times \$100/h \times 86\% + 10h \times 184 \times \$100/h \times 86\% = \$306k$

#### Reduction in how-to support cost:

$7,200 \text{ calls} \times \$12.35/\text{call} \times 71\% = \$63k$

#### Reduction in total training time (FTE unproductive):

$600 \text{ FTEs} \times 40h \times \$44.70/h \times 50\% = \$536k$

Using three of the business benefits from page one, cumulative benefits in year one total to **\$905k**.

Assuming an initial investment of **\$350k**, the justification for investment in HPE Adoption Readiness Tool is clear:

- **262%** ROI
- **\$992k** Net Present Value (NPV)
- **164%** internal rate of return (IRR)
- **8-month** payback period

### HPE offerings

HPE Adoption Readiness Tool is available via flexible offerings to fit different organizational needs.

HPE ART can be purchased in two ways:

- On-premise software solution, or
- Hosted content subscription solution

HPE ART training or workshops for customers to quickly become self-sufficient in creating, editing, and publishing ART, or HPE ART content design and development services.

### Do you know?

- According to IDC research,<sup>2</sup> 80% of IT managers recognize that effective training is critical to the success of IT.
- Studies show that training on software applications cannot just be "point in time" when going live. In order to be successful, users must be allowed to have easy access to enablement and integrated learning while doing daily tasks.

Learn more at  
[hpe.com/software/hpart](http://hpe.com/software/hpart)

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