

# Camstar Adoption Program

## Enabling successful value realization with effective user adoption

The Camstar Academy offers both services and innovative technologies that improve learning effectiveness as well as streamline content development and deployment efforts.

The Camstar Adoption Program involves a proactive approach to **Adoption Strategy and Design** to determine and plan the following pillars of successful adoption:

- **Role-based Training** – How will each user communities learn new skills?
- **On-the-Job Help** – How will users access help when they need it?
- **Communications** – How will user communities be prepared?

### Camstar Adoption Program Benefits

- Prepared workforce
- Reduction in disruption to the business
- Acceleration to operational performance goals
- Realizing the full benefits and value of the system
- Positioned for success and growth
- Reduction in issues and/or help desk calls
- Mitigation of risks associated with resistance to change
- Avoids waste of money, time, end effort with an “unadopted” solution

### Adoption Services

The Camstar Academy team provides scalable consulting services to provide best practice guidance initializing and supporting an adoption program. These services include:

- Defining and developing an adoption strategy.
- Conducting analysis and design of adoption solutions.
- Creating and deploying content.

### Adoption Technology

The Camstar Adoption Platform (CAP) is suite of easy-to-use, rapid content development and deployment technologies to create, manage, and deploy communications, end-user training, as well as on-the-job help within the Camstar MES application.

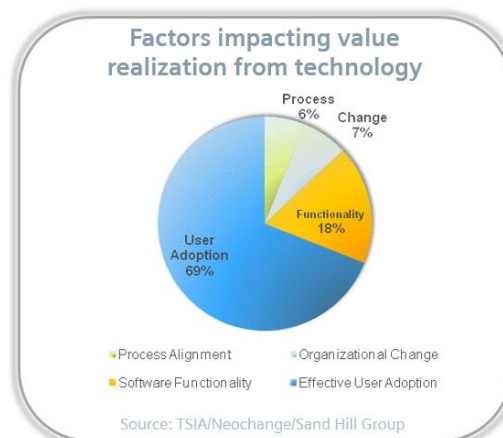
This provides an improved effectiveness in learning as well as stream-lined efficiencies in the content creation process.

### CAP Components:

*Role-Based Training:* CAP eLearning  
*On-the-Job Help:* CAP Context-Sensitive Help  
*Communications:* CAP Communicator

### Summary

The Camstar Adoption Program is a best practice method developed by the Camstar Academy to ensure the implementation of the Camstar MES solution is fully adopted by user communities in order to realize the greatest value of the system and achieve process productivity.



“Lack of training is the common reason IT projects fail to deliver the expected value to an organization.”

– Computerworld

### Traditionally:

- 80% of learning is lost...in two weeks ...
- 80% of necessary knowledge is learned on the job ...
- 80% of budgets are devoted to traditional training ...

# Camstar Academy Adoption Offerings

## Offerings

Camstar Academy provides a scalable progression of adoption offerings based on project scope that include both services as well as innovative technologies using the **Camstar Adoption Platform (CAP)**.

Scalability:	Primary	Production	Program
Services:	CAP onsite setup and training	Primary + Basic Content Creation Services	Production + Consulting, Strategy, Design, Expanded Content Creation
Technology:	Licenses for CAP	Licenses for CAP	Licenses for CAP

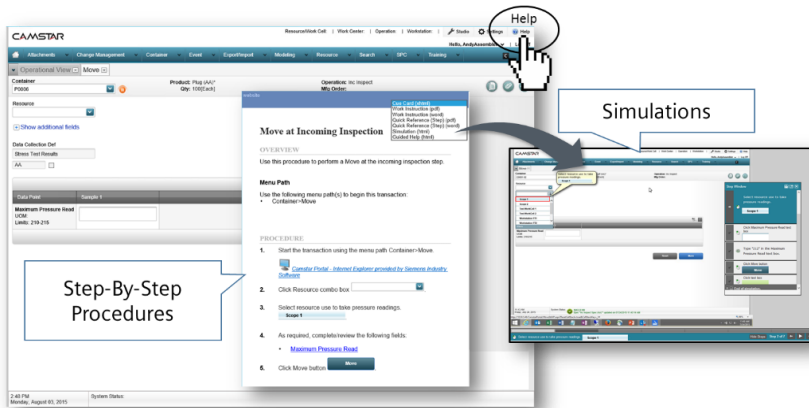
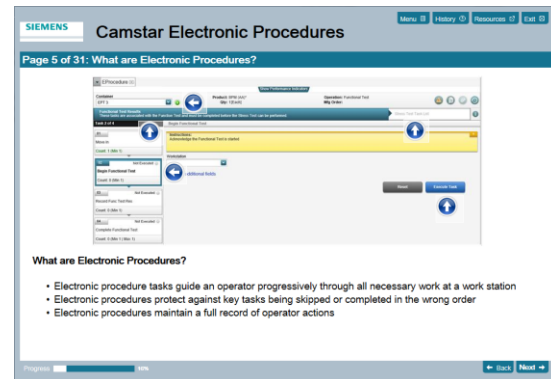
## Technology: Camstar Adoption Platform (CAP)

### CAP eLearning

CAP eLearning provides the ability to rapidly develop online learning courses using pre-defined templates and stencils.

This includes the ability to:

- Import multimedia, PowerPoint & simulations
- Develop learning interactions: hotspots, knowledge checks, and assessments.
- Export to a Learning Management System (LMS) using AICC, SCORM 2004 and 1.2 formats.



### CAP Context-Sensitive Help (CSH)

CAP CSH provides user with meaningful, rich content, specific to the business process at the moment they select help from within the Camstar MES application.

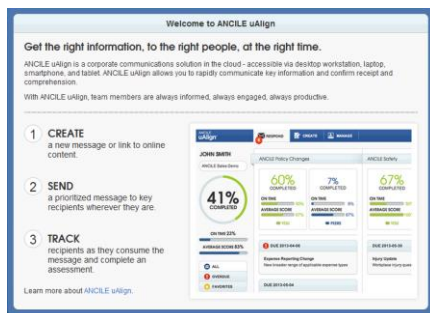
This help content is displayed in the form of step-by-step procedures and interactive simulations.

Content is rapidly created through a recording of transactions in Camstar MES that produces editable, single-source files publishable to many outputs.

### CAP Communicator

The CAP Communicator is a cloud-based communications solution that facilitates two-way communications and message tracking capabilities.

- Create and deploy discreet messages to defined audiences with verification.
- Solicit feedback through surveys and knowledge checks.
- Provide business leaders with a dashboard view of audience engagement on messages, campaigns, and channels.



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