

Driving User Adoption with ANCILE uPerform: The Economic Value and Benefits

1

Challenge

Cumbersome to develop high-quality and consistent learning and support documents to support ERP and other complex corporate systems.

“To create cue cards and a simulation it would have taken triple the time in PowerPoint. You get one output in PowerPoint in the time that you get three with uPerform.”

— uPerform Administrator and Training Developer

uPerform Value

Increase Efficiency
for Authors and
Administrators

Saved **50%** of the authoring time in creating 3,500 work instructions in the first year. As a result, the company realizes **\$284,000** in annual productivity gains.

2

Challenge

Significant infrastructure and support costs are incurred to train and support employees on the new system.

The cost of instructor-led training for our SAP project would have been \$750 per employee without uPerform. We trained 95% of our employees in the classroom before and we trained 20,000 international users on SAP with uPerform.”

— International Training Team Member

uPerform Value

Reduce Learning
Infrastructure and
Support Spend

By reducing the amount of instructor-led training from 70% to 30%, the company saw a savings of \$500,000 in materials, \$750,000 in employee travel expenses, \$150,000 in outside instructor fees and travel expenses, and \$35,000 in classroom rental costs. This totals **\$574,000** in cost savings each year for the profiled company.

3

Challenge

Inefficiencies related to instructor-led training and lack of easy access to information limit the productivity of employees who utilize the new system on a regular basis.



“Without uPerform SAP users would have to navigate 5 or 6 SharePoint sites for training and support information. I could see a user spending up to 2 to 3 hours per week doing this.”

— uPerform Administrator and Training Developer

uPerform Value

Increase Employee Efficiency

Customers agreed that a newly trained employee spends 30 minutes per week looking for support information and ANCILE uPerform easily eliminates 5 minutes per week. Saving its 2,500 employees 5 minutes a week leads to **\$354,000** in additional productivity for the company.

4

Challenge

Lack of high-quality and consistent documents and easy access to the information extends the time to proficiency for employees.



“In our new training model, employees are on the floor faster than they were in the past.”

— Customer Experience Delivery Manager

uPerform Value

Reduce Time to Employee Proficiency

The average time to proficiency for the companies interviewed was 8 to 14 weeks and they universally agreed that ANCILE uPerform cuts this time by a minimum of 3 weeks. In this customer example, saving 3 weeks across 2,500 employees adds up to **\$378,000** in gained productivity per year.

Based on the customers interviewed for this study, an organization that deploys ANCILE uPerform to:



create approximately 3,500 documents in the first year in support of a new ERP system,

----- and -----

train roughly 2,500 employees per year on the system...

can expect nearly \$3.4 million in annual productivity and cost savings.

