uPerform

Maximizing the ROI on your Software Investments By Driving User Adoption

Your organization has made a strategic investment in a new technology solution to help your employees achieve business goals. During and after the new technology implementation, the ROI of your investment is maximized by ensuring that your employees master and adopt the new technology.
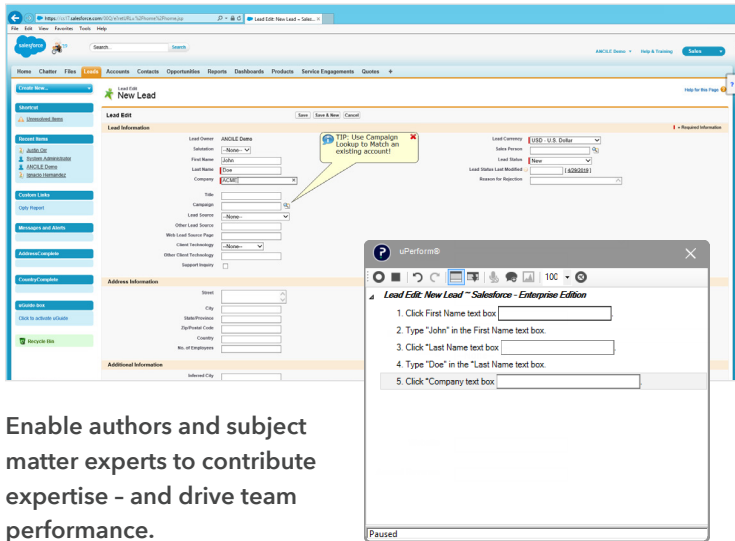
How can your organization ensure your employees learn how to use the technology and continue to use it as it was intended?

Rather than focusing on a single learning event, uPerform helps your organization get the most out of your technology investment by providing "moments of under-standing" throughout the software lifecycle. During the implemen-tation phase, uPerform provides powerful content authoring and management functionality that allows authors to create custom learning content that directly reflects your new technology. Then, as the software goes live, this content is delivered to users, right within the application, so they can access help at the moment of need, on the device of their choice, in a form that's relevant to the employee's role and language. With uPerform, authors, subject matter experts, and business stakeholders can rapidly create and edit everything from procedural documents to simulations and eLearning courses. Content is published to a performance support website where end users access all of their content, provide feedback, collaborate with teammates, and receive personalized notifications relevant to their learning.

uPerform provides both current and future employees the knowledge and learning they need to master your new technology, ensuring that your organization maximizes ROI on its technology investment.
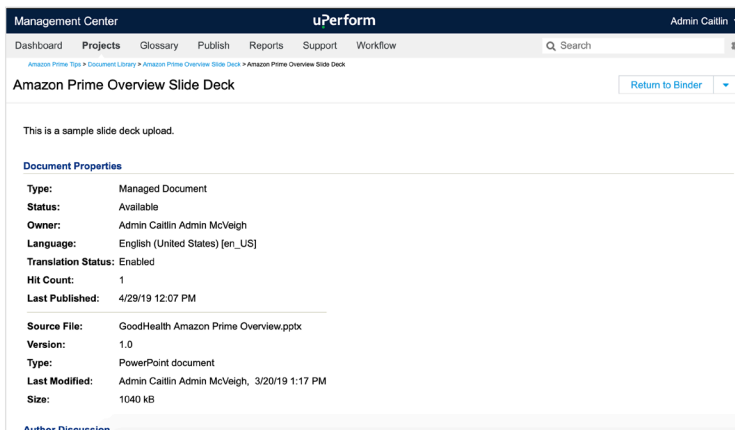
AUTHOR
Records content, Edits content, Organizes content library

Create

Distribute

Create, Manage, Sustain.

SUBJECT MATTER EXPERT
Creates content, Annotates, Participates in workflow

EMPLOYEE
Consumes content, Searches content, Views help online

Feedback

ANCILE

uPerform 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
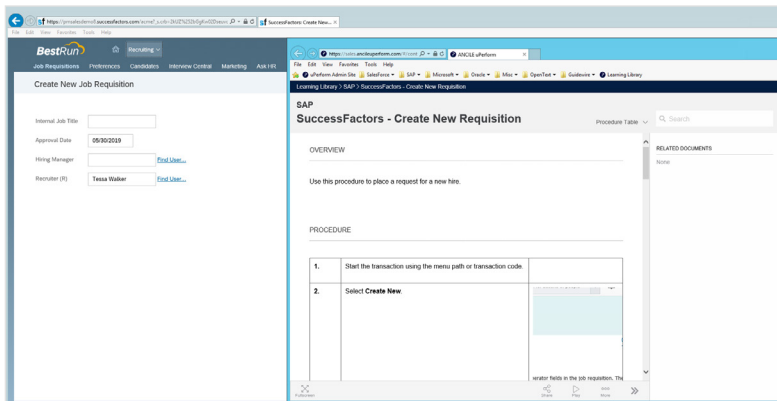- Create and publish content in over 30 languages

uPerform 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)

ANCILE

uPerform 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, SAP, Oracle E-Business, and PeopleSoft
- 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, uPerform provides standard and custom reporting.

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

- 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

In addition to rich product functionality, ANCILE provides a strong foundation of support and enablement that includes:

- Global help desk support and knowledgebase
- User documentation and online help
- Professional training and consulting services
- Sponsored user group community, including in-person conference events across the globe

The uPerform ROI Facts*			
Reduce learning content creation time – across corporate systems – by 50%	Reduce instructor-led training by up to 70%, saving material/travel costs and retaining employee productivity	Trim time-to-competency from an average of 8-14 weeks to 5-11weeks	Achieve payback of Year-1 TCO in 9.2 months and see a 3-year ROI of over 500%

* Based on independent interviews conducted by Hobson & Company with ANCILE customers.

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About ANCILE®   ANCILE offers uPerform, a best-in-class software platform that drives user proficiency of SAP, Epic, Infor, and over 200 of the world's leading business applications. Used by 20 million end users and over 4,600 global customers, including half of the elite Fortune 100, uPerform helps organizations realize the value of their mission-critical software applications by empowering staff, reinforcing learning, accelerating processes and optimizing investments. uPerform simplifies the course to building more efficient and satisfied software users.