



OnDemand Personal Navigator 9.0



PRODUCT INFORMATION

Reduce Time and Cost of Global Rollouts

The global rollout of an enterprise application like SAP, Oracle, or Microsoft is a huge undertaking and is becoming more complex and challenging. Risk is also greatly increased with the addition of multiple geographic locations and languages. So, how do you maximize your investment in your enterprise application? And, how do you ensure end users adopt the new system and achieve successful business performance?

This was a challenge for many of our customers. They've implemented enterprise applications for creating efficiencies in running their business. Now they need a solution for ensuring end user adoption of these enterprise applications both before and after go live. OnDemand Personal Navigator addresses end user training, performance support, organizational readiness and competency – all key components of ensuring end user adoption.

Solving Our Customers' Challenges

Ensure End Users Succeed

Untrained end users can take four times longer than trained users to become proficient at new or upgraded applications, and they require up to six times more support. They also have different learning requirements to comprehend information in a way that is comfortable for them. With OnDemand Personal Navigator, employees can participate in a classroom or a self-paced learning environment. Three different learning methods enable users to watch simulations, practice in a simulated environment, and test their knowledge to ensure they are competent in the new system. Simulations can be imported directly into an LMS, such as SAP LSO, Oracle iLearning, and Saba. Delivering user proficiency and continued employee productivity, OnDemand Personal Navigator increases enterprise application ROI through end user adoption.

Reduce Time and Cost of Documentation & Training

With a collaborative, multi-user development environment, developers gain insight into content workflow and document management – including check in/check out, versioning,

NEW VERSION - HIGHLIGHTS:

- ▶ **Reduce content development time and ensure content standards with collaborative, multi-user development environment:** New environment provides insight into content workflow and document management - including check in/check out, versioning and current status.
- ▶ **Accelerate multi-language implementations and ensure end user adoption with powerful translation capability:** Custom text can be exported for translation and then imported back to simultaneously propagate multiple outputs compressing time to deployment. A guided re-record process enables developers to create content in multiple languages eliminating the time and cost associated with local language experts.
- ▶ **Enhance content management by re-using content with new library:** Single storage location enables re-use across multiple applications producing content that mirrors business processes regardless of application boundaries.
- ▶ **Enable user adoption through support for Firefox browser:** Support for Mac, Linux, and Windows allows for expansion of user community and ensures adoption of business processes.

and current status. Through a single authoring session, they can create multiple outputs of documentation, training, and performance support materials that are used throughout all phases of the project lifecycle. A project team can realize a 40% or greater reduction in costs by generating business process documents, test scripts, simulations, training manuals, quick reference guides as well as performance support - all without duplication of effort.



Similarly, new powerful translation capabilities compress time to deployment and accelerate multi-language implementations by exporting custom text for translation and then importing it back to simultaneously propagate multiple outputs. And, a guided re-record process enables developers to create content in multiple languages eliminating the time and cost associated with local language experts.

Decrease Maintenance & Performance Support Costs

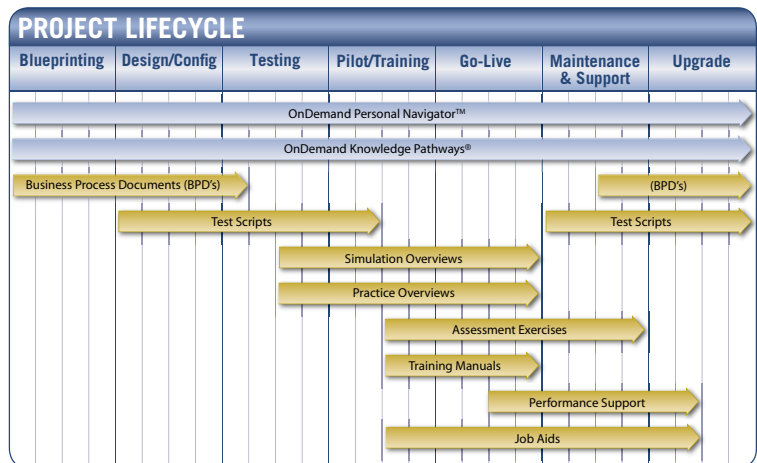
Even under the best training programs, users will forget 70% of what they learned within two weeks of training and 87% within one month. Once initial training is complete, there is still a vast need for user-friendly training and performance support materials available on a moments notice. The Do It! Mode in OnDemand Personal Navigator delivers context sensitive help from the application's help menu to walk the user through a business process, reducing help desk calls and minimizing productivity loss.

Enterprise applications are constantly updated and business processes are always changing to meet new demands on the business. Organizations can realize substantial reductions in the maintenance of their content with OnDemand Personal Navigator. Through a single editing session, multiple outputs are updated automatically to ensure the most up-to-date content for highly effective performance support.

Maximize Your Return on Investment

The success of an enterprise application depends on employees learning how to use the software quickly. And that depends on your capability to deliver effective documentation, training and performance support. With OnDemand Personal Navigator, your organization will realize speed to competency, reduced training costs, and broad user acceptance - ultimately accelerating return on investment.

OnDemand Personal Navigator is a module of OnDemand Professional - the solution for ensuring change management, achieving organizational readiness, and maximizing ROI.



OnDemand Personal Navigator offers a complete list of assets for all phases of a project lifecycle – all from a single authoring session.

About OnDemand Software, a Division of Global Knowledge

OnDemand Software is a recognized leader in providing software solutions that enable rapid user adoption and accelerate the return on investment for enterprise application implementations. With OnDemand Personal Navigator, the synchronized content development platform for documentation, training, and in-application performance support, organizations can increase enterprise application utilization, realize faster time to competency, and reduce training costs and content development time. Founded in 1986, OnDemand Software is headquartered in King of Prussia, Pennsylvania, with offices worldwide and products in 12 languages. More than 850 Global 2000 companies are deriving greater business value from their enterprise applications with OnDemand Software. We fuse people, process, and technology to mitigate risk and enable seamless change management.



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