



OnDemand Professional

Fusing People, Process and Technology



SOLUTION OVERVIEW

The global rollout of an enterprise application like SAP, Oracle, or Microsoft is a huge undertaking and is becoming more complex and challenging. Companies make significant investments in enterprise applications with the promise of great returns. There are three critical components to the success of your enterprise implementation:

- **Change Management**
- **Organizational Readiness**
- **Maximize ROI**



Develop, Manage, Deploy and Measure

Communicating information to various audiences throughout each phase of your project is imperative to realizing a successful implementation. You need a vehicle for creating, deploying, and accessing content, educating your employees, and ensuring ongoing proficiency. OnDemand Professional is the solution for ensuring change management, achieving organizational readiness, and maximizing ROI. This comprehensive platform consists of OnDemand Personal Navigator™, OnDemand Knowledge Pathways®, and OnDemand

Presenter. Through a collaborative user and expert environment, OnDemand Professional turns knowledge into productivity and ensures on-going end user competency.

Content Creation

With a collaborative, multi-user development environment, developers gain insight into content workflow and document management - including check in/check out, versioning and current status. Through a single authoring and editing session, they can create multiple outputs as required by each member of the project team for each phase of the project lifecycle. Similarly, powerful translation capabilities will reduce the time and effort of creating or updating content in multiple languages.

Content can be created and published in formats such as business process documents, test scripts, instructor and end user training manuals, simulations, assessments, in-application support and job aids.

With the ability to develop robust and media-rich content, you can easily incorporate both conceptual and transactional information. For added impact, audio can be used to emphasize the project and change management goals.

OnDemand Professional offers a comprehensive platform to develop robust content and begin the process of successful change management.

Content Management and Delivery

With a central repository for your business processes, organization's knowledge, and training materials, you can manage and organize all of your project assets. Access to this information by project teams, users, and stakeholders is easily administered. Content can be compiled to deliver relevant information and courses.

Deliver courses via the internet, intranet, CD-ROM, classroom or through an existing LMS to provide for



a blended learning program. And, with the ability to publish in three different simulation environments as well as document output, users can choose the individual learning style that meets their needs.

Through a collaborative environment for users and experts, feedback can be viewed and delivered to allow for content refinement and continuous updating of materials. OnDemand Professional provides content management and delivery to ensure communication, end user adoption, and change management.

Performance Measurement

With performance testing, you can monitor user competency prior to go-live, maximizing utilization and proficiency levels upon implementation. And, with the ability to track user progress as well as the conceptual impact of the project, you can measure on-going proficiency.

Pre- and post-training assessments allow you to evaluate user comprehension enabling prescriptive learning. You can also track learner data and employee participation for meeting mandatory compliance initiatives, such as HIPPA and Sarbanes Oxley. Deliver reports to manage, measure, and administrate all learner activities and training processes.

As a web-based solution, you can reach anyone in your extended business enterprise that needs instruction, such as partners, suppliers, and customers – ensuring

everyone is properly trained on your business processes.

The ability to track and measure organizational readiness is critical to understanding your business risk at the point of go-live. Evaluating performance and ensuring on-going end user competency is key to creating a successful learning culture, achieving organizational readiness and maximizing ROI.



About OnDemand Software

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 14 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.

***OnDemand Professional** - the solution for developing and delivering content, managing and deploying training, and measuring organizational readiness.*

