

# ORACLE USER PRODUCTIVITY KIT FOR FINANCIAL SERVICES

## KEY FEATURES AND BENEFITS

DRIVE USER PRODUCTIVITY AND MITIGATE RISK.

### FEATURES

- Single, synchronized authoring session for system process documents, test scripts, training manuals, simulations, performance support, and quick reference guides
- Multiple learning methods: watch simulations, practice simulations, and knowledge tests
- In-application performance support
- Content workflow and management, including check-in and checkout, versioning, rollbacks, and status updates
- SmartMatch context sensitive help for generic content
- Multilanguage translation

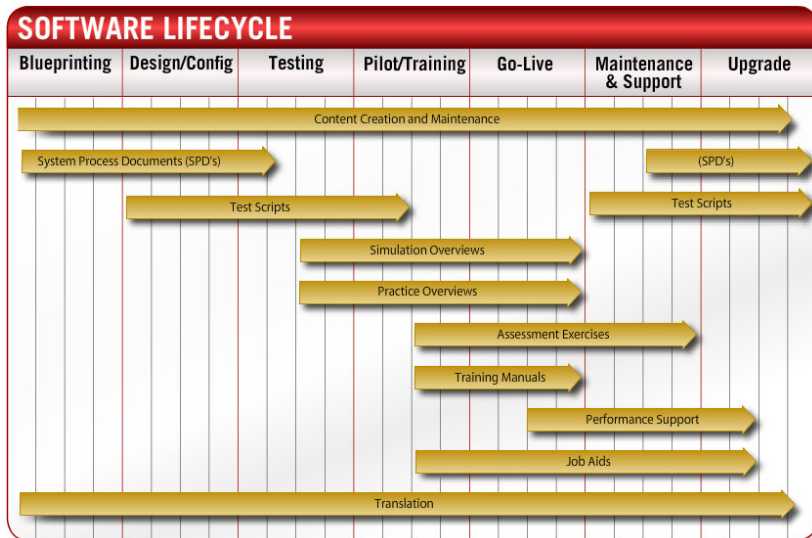
### BENEFITS

- Maximize ROI on enterprise applications by training users quickly and keeping support documents current
- Reduce the costs associated with multilanguage software implementations
- Mitigate compliance risk by ensuring users consistently follow process steps
- Manage knowledge by delivering training within the application itself
- Record training simulations in a way that mirrors how users complete tasks
- Reduce training, documentation, and ongoing help desk costs
- Accelerate training development
- Reduce performance support costs with context sensitive help for generic content

*Oracle User Productivity Kit is a collaborative content development platform that allows companies in the financial services industry to drive user productivity and mitigate risk throughout all phases of the software ownership lifecycle. As a result, companies can maximize the return on investment (ROI) of their enterprise application deployments so they can provide customers with more efficient service and innovative products.*

### Maximize Return on Investment

Companies in the financial services industry face unprecedented pressure to improve customer centricity and meet the increasing regulatory compliance demands. When your employees know how to use your enterprise applications, they can provide transparency for effective risk management and match customers with the right products for optimal profitability. Oracle User Productivity Kit provides a comprehensive content and training platform that simplifies the deployment of enterprise applications by facilitating and promoting end-user adoption—the biggest barrier to enterprise application success. Supporting applications from Oracle, SAP, and Microsoft as well as all other enterprise applications, Oracle User Productivity Kit allows organizations to achieve a much faster ROI from their software. Whether a new implementation or an upgrade, Oracle User Productivity Kit adds value through all phases of the software ownership lifecycle.



Oracle User Productivity Kit offers a complete list of assets for all phases of a software lifecycle from a single authoring session.

### **Ensure End-User Success**

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 requirements for learning in a way that is comfortable for them. With Oracle User Productivity Kit, employees can participate in a classroom or self-paced learning environment to learn financial and wealth management systems, customer relationship management systems or any other enterprise application across your enterprise.

Three different learning methods allow users to watch simulations, practice in a simulated environment, and test their knowledge to ensure system competency. By delivering user proficiency and continued employee productivity, Oracle User Productivity Kit ensures end-user adoption and greater employee job satisfaction. Ensuring your users know how to use your systems can also increase efficiencies and transparency, leading to operational excellence.

### **Reduce the Time and Cost of Documentation Creation and Training**

With a collaborative, multiuser development environment, developers gain insight into content workflow and document management—including check-in, checkout, versioning, and status. In a single authoring session, they can create multiple outputs of documentation, training, and performance support materials for use throughout all phases of the project lifecycle. A project team can reduce costs by 40 percent by generating system process documents, test scripts, simulations, training manuals, quick reference guides, and performance support—all without duplication of effort.

Similarly, powerful translation capabilities compress time to deployment and accelerate multilanguage implementations by exporting custom text for translations, and then importing it back to simultaneously propagate multiple outputs. And, a guided rerecord process allows developers to create content in multiple languages and eliminates the time and cost associated with local language experts. Global organizations in the financial services industry can increase productivity by educating their user community on their enterprise applications in their native language.

### **Mitigate Risk**

Oracle User Productivity Kit is a powerful tool for documenting the steps in a process and ensuring a consistent approach to system processes across the enterprise, helping organizations meet Sarbanes-Oxley compliance. It also reduces the stress commonly associated with change management. The “Know it” mode in Oracle User Productivity Kit provides users with feedback that lets them know where a mistake was made—and, more important, how to correct it. With Oracle User Productivity Kit, companies can correctly train users and validate their competence.

In addition to the inherent risks associated with software implementation and upgrade projects, the high turnover rate in the financial services industry has added to the already existing challenge of user adoption. Fluid workforces added to the complexities of multiple systems from mergers and acquisitions and non-

standardized training platforms can result in poor use of enterprise applications. Because Oracle User Productivity Kit documents and stores best practices, it can mitigate the business risk of losing valuable employee knowledge. Speed to competency as well as increased training retention rates is critical to the success of any organization in the financial services industry.

### **Manage Knowledge**

With the proper knowledge, employees can use customer information to drive sales with differentiated products and services, respond quickly to changing market conditions, and improve the transparency of the business operations. Yet, even under the best training programs, users will forget 70 percent of what they've learned within two weeks of training and 87 percent within one month. The "Do it" mode and SmartMatch deliver context-sensitive help from the application's help menu or the SmartHelp toolbar to walk the user through a business process for straight-through banking transactions, portfolio management or any of your enterprise applications. The ability to deploy additional information with context reduces help desk calls and minimizes productivity loss.

Enterprise applications are constantly updated and business processes are always changing to meet new business demands in the financial services industry.

Organizations can realize substantial reductions in the maintenance of their content with Oracle User Productivity Kit. Through a single editing session, multiple outputs are updated automatically to ensure the most up-to-date content for highly effective performance support.

The ultimate goal in financial services is to bring products to market more profitably. But, to do this you must have efficient processes in place throughout your organization. Yet, very few processes are contained within one application. Users tend to think in terms of the task at hand, not which application they are using. Oracle User Productivity Kit's powerful content management functionality makes it possible to create and deploy content that mirrors business processes—just the way end users go about their day-to-day activities—regardless of application boundaries.

The success of an enterprise application depends on employees learning how to use the software quickly. With Oracle User Productivity Kit, your organization will realize speed to competency, reduced training costs, and broad user acceptance.

Ultimately, accelerating ROI, improving customer centricity and operational excellence.

### **Contact Us**

For more information about Oracle User Productivity Kit, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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