

# ORACLE USER PRODUCTIVITY KIT

## 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

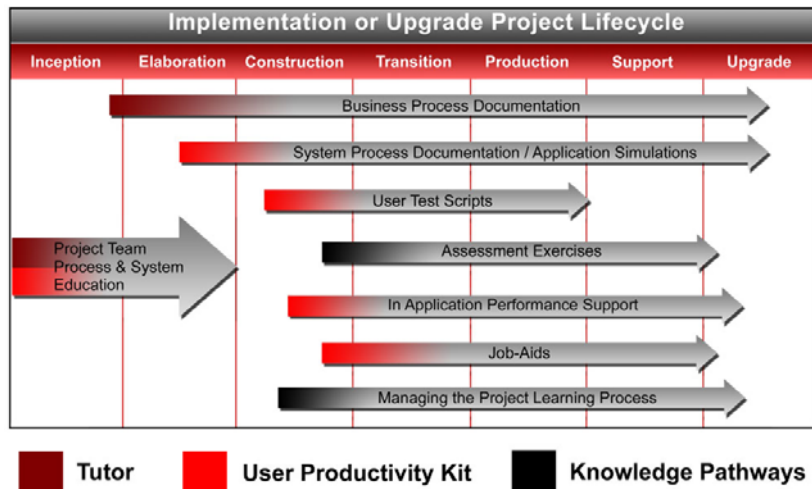
### BENEFITS

- 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 enterprises 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.*

### Maximize Return on Investment

Oracle User Productivity Kit provides a comprehensive content and training platform that simplifies the deployment process 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. Three different learning methods allow users to watch simulations, practice in a simulated environment, and test their knowledge to ensure system competency. Simulations can be imported directly into

a learning management system such as Oracle iLearning, SAP Learning Solution, and Saba Learning Suite. By delivering user proficiency and continued employee productivity, Oracle User Productivity Kit ensures end-user adoption.

### **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.

### **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, today’s economy has added to the already existing challenge of user adoption. Fluid workforces added to the complexities of multiple systems 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.

### **Manage Knowledge**

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. Once initial training is complete, there is still a vast need for user-friendly training and performance support materials available on a moment’s notice. 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. 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. Organizations can realize substantial reductions in the maintenance of their content with Oracle User Productivity Kit.

## RELATED PRODUCTS

Pre-delivered application-specific content is available to jump-start any implementation or upgrade for the following enterprise software applications:

- Oracle's PeopleSoft Enterprise
- Oracle's JD Edwards EnterpriseOne & JD Edwards World
- Oracle E-Business Suite
- Oracle's Agile PLM
- Oracle's Demantra
- Oracle's Siebel CRM

A full list of available content titles can be found online at [oracle.com/applications/tutor/upk\\_collateral.html](http://oracle.com/applications/tutor/upk_collateral.html).

Oracle User Productivity Kit Professional is the leading solution for creating, deploying, and accessing content for major enterprise application deployments. It comprises the following:

- Oracle User Productivity Kit
- Oracle User Productivity Kit Professional's Knowledge Pathways designer, manager, and player modules

Oracle Tutor creates, customizes, and maintains process documentation for enterprise applications.

Through a single editing session, multiple outputs are updated automatically to ensure the most up-to-date content for highly effective performance support.

Very few processes are contained within one application. 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.

### 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.

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. PT#UPK35DS809

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.