

INFORMATION ENABLES

Accelerate User Adoption and Be Productive Day One

Oracle Tutor, Oracle User Productivity Kit, and
Oracle User Productivity Kit Professional



ORACLE IS THE INFORMATION COMPANY

The Biggest Barrier to Enterprise Application Success: User Adoption

Today, every technology investment must deliver results. Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional accelerate user adoption and mitigate project risks to make you productive on day one.

As organizations adapt to changing economic realities that force them to do more with less, they need effective strategies to increase productivity, contain overall costs, optimize business efficiencies, and manage and mitigate risk. In such an environment, each technology investment must return measurable value—and employees must be empowered with appropriate knowledge and training to accurately and consistently use new applications and systems. Employees who understand how to do their jobs using the provided systems and processes are more productive and efficient, and generate more corporate value.

To capture this value, organizations need a comprehensive training platform across all enterprise applications—for both Oracle and non-Oracle solutions. Whether you are implementing a new application, upgrading to a new release, consolidating systems, or rolling out compliance initiatives, a robust, end user training and implementation solution promotes the rapid user adoption that helps ensure enterprise application success.

Only Oracle has comprehensive training solutions that enable your organization to efficiently generate and effectively utilize training content and other project assets across the entire lifecycle of the project—from inception through application deployment and upgrade. Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional facilitate a seamless knowledge transfer that generates the high level of end user competency needed to maximize return on investment (ROI) and mitigate project risk, drive user adoption and increase productivity, and reduce costs associated with your software implementations.

“Compared to our previous methods, Oracle User Productivity Kit has helped us reduce the costs of creating and delivering IT systems training by more than 75 percent.”

Steven Canter, Chief Information Officer, Berlin Packaging, LLC



Effective Training Aids Regulatory Compliance

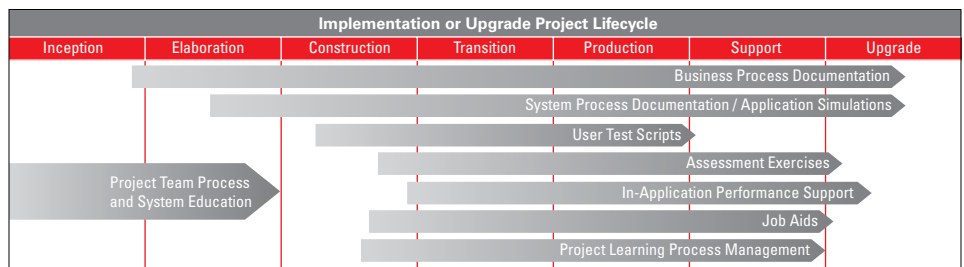
Complying with new corporate governance regulations affects your day-to-day operations, including corporate policies and procedures, organizational culture, and information systems. With heavy reliance on software applications to run your company, dependable business procedures for employees must be a cornerstone of your corporate governance strategy.

Oracle Tutor helps you ensure adherence to policies and procedures by personalizing and deploying a repository of procedural and instructional content for your unique business processes.

Ensure End-to-End Project Lifecycle Value

Effectively communicating information to various audiences throughout each phase of your project is imperative to realizing a successful implementation. To be productive on day one, you need a vehicle for creating, deploying, and accessing content; educating your employees; and ensuring ongoing proficiency. Together, Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional form an integrated enterprise learning platform to document, distribute, and transfer application knowledge.

- **Oracle Tutor** provides powerful tools to develop, deploy, and maintain business process documentation for end users. By aggregating business processes into job-specific desk manuals, you can increase user productivity through role-specific training and real-time job reinforcement.
- **Oracle User Productivity Kit** gives content developers or subject matter experts the ability to record step-by-step user interactions and publish interactive, online simulations for use during training. This same recording automatically produces critical documentation—job aids, user acceptance test scripts, instructor-led and online training materials, and in-application performance support—needed to support any implementation or upgrade project. This reduces content development time and improves knowledge transfer to help maximize application ROI.
- **Oracle User Productivity Kit Professional** offers all the features of Oracle User Productivity Kit, plus knowledge pathways modules. Knowledge pathways modules allow subject matter experts to develop structured course curricula, track usage and scoring, and store and deploy SCORM- or AICC-compliant materials. As a knowledge portal and central project repository, Oracle User Productivity Kit Professional can also import materials into a corporate learning management system.



Only Oracle provides a complete training and implementation solution that supports all of the critical assets needed for each phase of the project lifecycle.

“Targeted technology investments can deliver up to ten times the impact of traditional IT cost reduction efforts.”

“Managing IT in a Downturn,” *McKinsey on Business Technology*, Fall 2008



Maximize ROI and Mitigate Project Risk

Even the best-thought-out technology investment introduces corporate risk. Chief among them is the risk that benefits will not materialize and expected returns will be delayed. The key to overcoming these common issues lies in consistent, accurate system utilization—it is only when users truly embrace new business processes and new system functionality that organizations can achieve their desired results.

Through targeted learning, Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional increase usage of enterprise applications. This accelerated user adoption facilitates a faster recovery of upfront investments, which protects and fosters rapid ROI. By providing a single training platform across Oracle and non-Oracle applications, users access one training environment for all of their learning needs. This system familiarity removes barriers to training and promotes knowledge transfer, further reducing risk to enterprise application success.

Drive User Adoption and Increase Productivity

When employees know how to do their jobs, they enhance organizational productivity. Unfortunately, most training plans rely heavily upon corporate edicts requiring users to utilize new systems, and insufficient, one-size-fits-all training programs that occur at, or just before, deployment. To promote and accelerate user adoption, training must be integrated across the project lifecycle and provided in multiple formats that allow users to choose an effective manner of learning. Through multiple learning methods, Oracle User Productivity Kit and Oracle Tutor enhance competency and compliance by empowering users to leverage their most effective learning styles.

However, even under the best training programs, users will forget 70 percent of what they learned within two weeks—and 87 percent within one month. This means that sustained productivity requires reinforcement beyond initial training. To support continuous learning, Oracle User Productivity Kit delivers in-application performance support through context-sensitive help that bolsters training initiatives, reduces help desk calls, and solidifies productivity gains.

Capture Organizational Knowledge

In addition to the inherent risks associated with software implementation and upgrade projects, there is perhaps a more insidious risk looming: the loss of organizational knowledge.

Whether due to retirement, a reduction in force, an acquisition, or consolidation, workforce fluctuations are a normal part of the business cycle. As a result, it is critical to transform tribal knowledge into documented assets before the knowledge is lost.

Using Oracle Tutor and Oracle User Productivity Kit, organizations can rapidly capture, document, store, and deploy best practices to minimize the loss of valuable employee insight.



"[Using Oracle] we've cut our development time by 60 to 70 percent. And in terms of ongoing maintenance, it's so easy to come back and update content in a single source if a field changes or a customization is put in."

MaryEm Musser, Assistant Director, Center for Professional Development, BDO Seidman, LLP

Achieve Cost-Effective Process Improvement

In Gartner, Inc.'s 2009 survey, *Business Expectations for IT*, respondents identified improving business processes as their #1 concern.

Respondents noted that process improvement is the key to achieving effective market response, eliminating redundant or nonproductive activity, and cutting costs. Though commonly perceived as expensive, business process re-engineering can be cost-effective.

By using the right approach and the right tools, you can efficiently achieve both manual and application-based process improvements.

Reduce Costs Associated with Software Implementations

Software implementations are an enormous, complex, and expensive undertaking. Properly training users is essential to protecting this investment—untrained 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. Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional facilitate continuous, efficient, and cost-effective training that increases end user adoption.

Using these solutions, project teams can reduce content development costs by up to 40 percent. In a single recording session, users can rapidly create and deploy documentation, simulations, and performance support materials without duplication of effort. By leveraging automation in conjunction with prebuilt content, organizations will significantly reduce the time and cost of software implementations.

Seize the Opportunity

Despite current economic pressures, now is the time to evaluate your opportunities and constructively pursue core investments aimed at long-term success—and to make sure those investments succeed. Oracle Tutor, Oracle User Productivity Kit, and Oracle User Productivity Kit Professional provide a comprehensive training and implementation platform across the entire enterprise application lifecycle for business process and system training. From inception to upgrade, these solutions promote user adoption, accelerate return on investment, and ensure that your organization and your employees can be productive on day one.

CONTACT US

To learn more, please visit oracle.com/applications/tutor/tutor-upk-index.html or call **+1.800.ORACLE1** to speak to an Oracle representative.

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.



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