

# User Productivity Kit

4000 Customers, 2 Million professional users

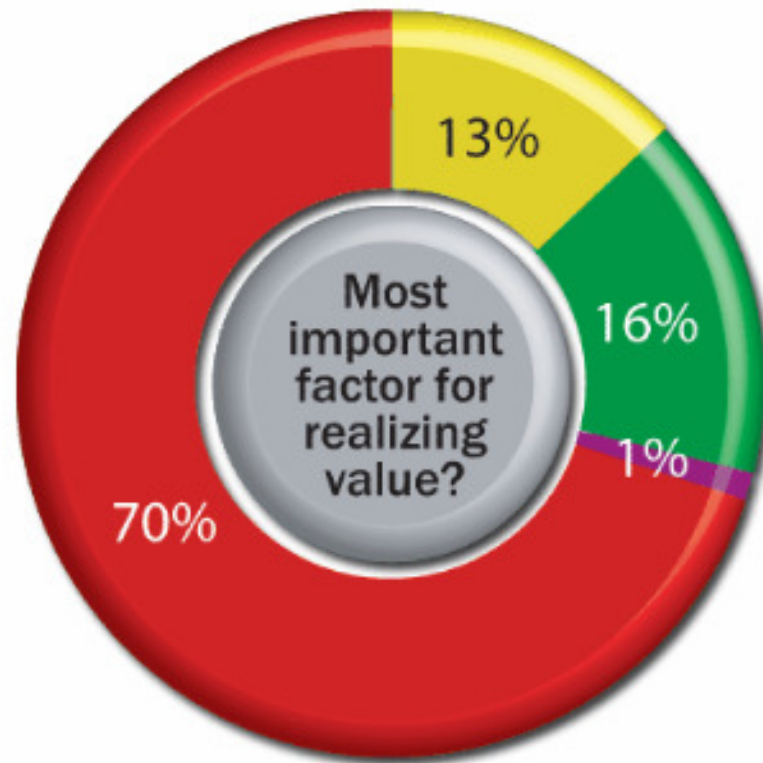
50 Countries, 21 Languages

# Single authoring, editing and publishing







**\* 21 Languages**

## End User Adoption Is Key to Value Realization

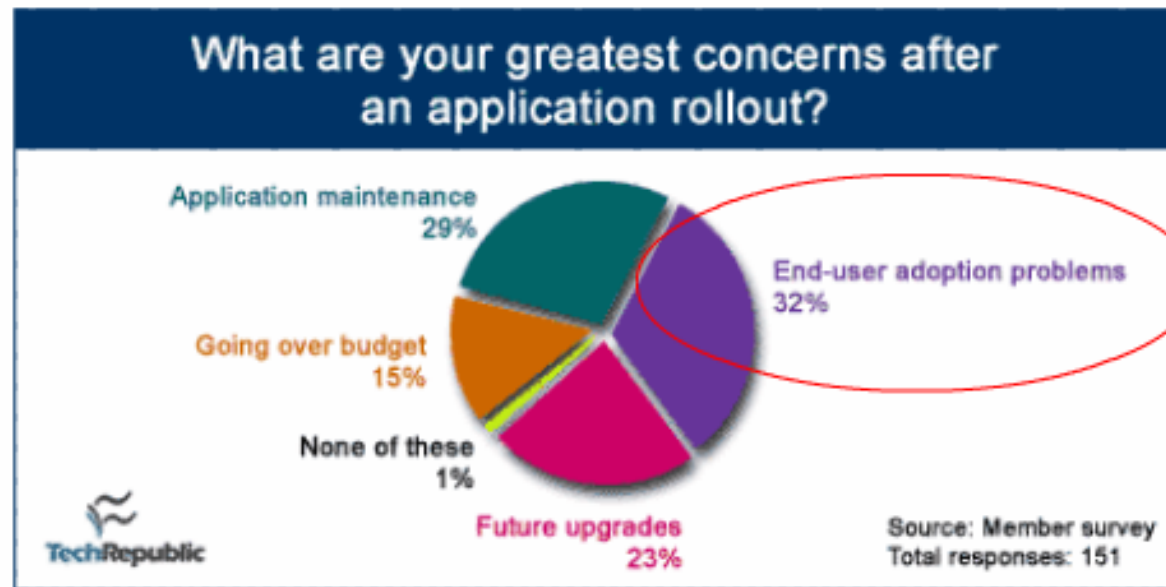


Effective user adoption is the primary determinant of the success of a project implementation

-  **Effective User Adoption**
-  **Organizational Change**
-  **Process Alignment**
-  **Software Functionality**

Source: Neochange

# End User Adoption is #1 Implementation Problem



Source: TechRepublic Survey

“End user adoption is the #1 reason for failed implementations”

Source: AMR Research, 2005

# User Adoption Challenges In Today's Economy



# End User Adoption

Ensure Success of Enterprise Applications & Be Productive Day One

## The Strategy



Manage and mitigate risk



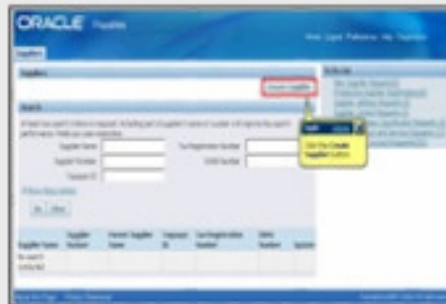
Reduce costs and maximize ROI



Drive user adoption and increase productivity

## The Opportunity

Oracle User Productivity Kit



The end user training and implementation solution

## The Value

- Easily capture organizational knowledge
- Targeted knowledge deployment
- Reduce training, documentation, and ongoing performance support costs
- Increase business efficiency
- Standardized knowledge transfer for Oracle and non-Oracle applications

## Oracle User Productivity Kit

- Single source content development
  - Create and deploy multiple assets through a single authoring session
    - Interactive web-based simulations
    - User acceptance test scripts
    - Training materials – classroom and online
  - Standardized document output
  - Easy to use and deploy
  - Supports geographically dispersed organizations
  - Applies across Oracle and non-Oracle applications



## Do More with Less!

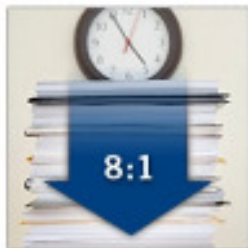
- ✓ Gain efficiency by standardizing on a single platform for learning
- ✓ Reduce travel expenses while training employees
- ✓ Retain knowledge through workforce fluctuation
- ✓ Reduce content development time
- ✓ Reduce time to competency

# Reduce Content Development Time & Cost



## Reduce Documentation Content Development Time by 75%

- 2 to 3 days – Average time to create one transaction
- 4 to 6 hours – Average time with Oracle UPK



## Reduce Classroom Content Development

- 34:1 – Average classroom material creation time\*
- 8:1 – Average time with Oracle UPK



## Reduce Online Content Development

- 220:1 – Average online training material creation time\*\*
- 8:1 – Average time with Oracle UPK

\*Chapman, B/Brandon Hall – LCMS Knowledgebase 2006: A Comparison of 30+ Enterprise Learning Content Management Systems

\*\*Chapman, B/Brandon Hall – PowerPoint to E-Learning Development Tools: Comparative Analysis of 20 Leading Systems

## Oracle UPK Delivers Results

*“Except in the most dire circumstances, turning off technology investments during a downturn is counterproductive.”*

*Managing IT In A Downturn, McKinsey  
on Business Technology, Fall 2008*



Homerton University Hospital

Gained a **100% return on investment** in six months;  
Reduced help desk calls by **75%**



Standardized enterprise application training for **60+ apps** with UPK



BDO Global, LLP  
Accountants and Advisors

Replaced **six** different content development tools with **one**

ORACLE

## Oracle UPK Delivers Results



Achieved efficiency gains of **80% to 90%** in document preparation



Lowered training costs by **70%**



**60%** reduction in online training material creation



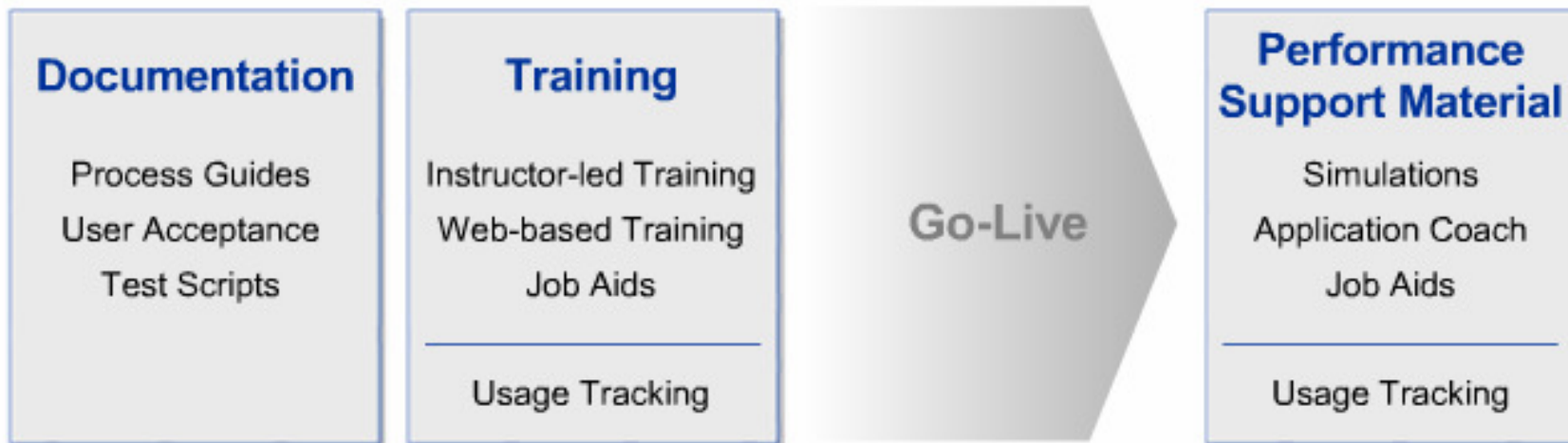
Reduced documentation content development time by **75%**

***“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

220:1 (220 creation hours for 1 hour of material) – Average time for online training material creation Chapman, B/Brandon Hall – PowerPoint to E-Learning Development Tools: Comparative Analysis of 20 Leading Systems.

# UPK: Providing Value in the Software Lifecycle



**UPK  
Developer**

*Single Source Development and Customization*



## UPK Output Review

## Oracle User Productivity Kit

### System Documentation

- Test Scripts
- Business Process documents
- Instructor-Lead-Training (ILT) documents
- Job Aids

### CBT Simulations

- Four Simulation Modes to provide pre and post go-live support

### Usage Tracking

- In Application Usage Tracking
- Integrate and track student learning from UPK Player