

Oracle User Productivity Kit V3.5

DATASHEET

Reduce Risk, Time and Cost

Inadequate documentation, training and user support are major contributors to the overrun of project budgets and timelines. With 76 percent of users reporting insufficient understanding of new systems and business processes, how can organisations maximise their investment, ensure end users adopt the new or upgraded system and achieve successful business performance?

The Solution

Oracle's User Productivity Kit (UPK) is a collaborative content development platform that allows organisations to drive user productivity and mitigate risk throughout all phases of the software ownership lifecycle. Supporting the entire Oracle applications portfolio, as well as applications such as SAP, Northgate, Lawsons and Microsoft, UPK provides immediate guidance and support that reduces time, money and resources required to support implementation. By utilising UPK together with Larmer Brown's comprehensive support services, you can achieve the results you expect out of your software investment.

Documentation 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. 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.

By generating business process documents, test scripts, simulations, training manuals, quick reference guides, and performance support, a project team can reduce costs by 40 percent - all without duplication of effort.

Similarly, powerful translation capabilities compress time to deployment and accelerate multi-language implementations by providing automatic translation into 21 languages.

Ensure End Users Succeed

Untrained users can take four times longer than trained users to become proficient in new or upgraded applications, and they require up to six times more support.

With UPK, users can participate in a classroom or self-paced learning environment, including CBT simulations that can be imported directly into a learning management system. Three different learning modes allow users to watch simulations, practice in a simulated environment and test their knowledge to ensure system competency.

Mitigate Risk

UPK is a powerful tool for documenting the steps in a process and ensuring a consistent approach to processes across the enterprise. It also reduces the stress commonly associated with change management programmes. The Know It! Mode in UPK provides users with feedback that lets them know where a mistake was made and, more importantly, how to correct it.

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Decrease Maintenance and Performance Support Costs

Users will forget 70 percent of what they have learned within two weeks of training, and 87 percent within one month. Therefore supporting the case that, once initial training is complete, there is still a need for ongoing, user-friendly training and performance support materials. The Do It! Mode in UPK delivers context sensitive help directly from the application's help menu, usually with one click, to walk users through a business process whilst they are live in the application, reducing help desk calls and minimising productivity loss.

Enterprise applications are constantly updated and business processes are always changing to meet new demands on the business. Organisations can realise substantial reductions in the maintenance of their content by using UPK. Multiple outputs are updated automatically to ensure users have the most up-to-date training and reference materials.

Maximise Return on Investment

The success of an enterprise application depends on users learning how to use the software quickly, and that depends on an organisation's capability to deliver effective documentation, training and performance support. With UPK, an organisation can realise speed to competency, reduced training costs and improve user acceptance, ultimately accelerating return on investment.

Features of Oracle User Productivity Kit:

- **Collaborative, multi-user environment** providing insight into content workflow and document management, reducing development time
- **Powerful translation capability** with 21 language templates that translate text automatically
- **Re-use content with library feature**, enabling re-use of assets across multiple applications and enhancing content management
- **Support for Mac, Linux & Windows** allowing for expansion of the user community

User Productivity Kit Professional

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

- Oracle User Productivity Kit
- Knowledge Pathways

About Larmer Brown

Larmer Brown's primary business objective is to help organisations realise the desired business benefit from their software applications, through successful User Adoption Programmes. Using UPK technology, we have been providing business transformation, documentation and training services since 1994. Larmer Brown is an Oracle Certified Partner and the only User Productivity Kit preferred services partner.

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USER PRODUCTIVITY KIT

Hart House, High Street, Hartley Wintney, Hampshire RG27 8PE
+44 (0) 1252 607220 +44 (0) 1252 845094 www.larmerbrown.com