White Paper: Driving ROI

The Business Case for a Digital Learning Platform

Effective training and support on the job are critical for successful adoption of mission-critical IT systems. Twenty-one percent of companies who responded to a 2015 Panorama Consulting Solutions survey characterized their most recent ERP rollout as a failure[1]. Multiple research reports investigating the reasons behind these failures find a dramatic link between training and success. In the absence of high-quality training and ongoing support, employees tend to under-use or misuse new systems. Without proper training, about 30 to 40% of software users will not be able to handle the demands of the new system[2].

Historical software training development and delivery practices contain inefficiencies throughout the process, which has led to poor training outcomes. From the initial creation of quality content, to the maintenance and administration of materials, to filtering content by user role and ongoing user support, many training solutions are inadequate and cumbersome for users and authors.

A comprehensive digital learning platform can have an immediate and demonstrable impact on the successful adoption of software solutions. Aspects of a successful digital learning platform include easy integration with mission-critical systems and capabilities that extend across the full training lifecycle. When employees can access learning content within the software application itself, they save time learning while also becoming proficient much faster and with less dependence on support staff. A complete digital learning platform also decreases time employees spend in training, and allows the company to reduce its reliance on instructor-led training which creates substantial cost savings.

Based on the ROI analysis, an organization with 1,000 ERP users would see a payback in 3.5 months and generate a ROI of 695%.

Hobson & Company, a research firm focused on Return on Investment (ROI) and Total Cost of Ownership (TCO) studies, worked with uPerform, a best-in-class digital learning platform, to explore these impacts. The goal of this white paper is to highlight examples of operational and business benefits that can be realized with uPerform. Research consisting of 6 in-depth interviews with existing customers found that the uPerform solution addressed customer challenges and delivered measurable results with a high return on investment.

---

[1] Source: https://www.panorama-consulting.com/wp-content/uploads/2016/07/2015-ERP-Report-3.pdf
[2] Source: "Consider, Select & Implement an ERP system," O'Sullivan, Rico, Goldensohn, 2015.

ANCILE

info@ancile.com I www.ancile.com I 855-426-2453

Learning Management Challenges

Customers interviewed noted that there are consistent challenges with historical training processes and learning development. Below is a list of some of the most universal concerns.

Time spent creating and maintaining learning content

Creating learning and performance support documents for employees without a complete digital learning platform is a difficult process for authors and administrators. To create individual training courses often requires multiple documents, programs and authors. Older systems do not allow authors to create multiple formats for different styles of learning (e.g. simulations, work instructions, and videos) from a single recording. As a result, the document creation process is time consuming and it is difficult to ensure that the documents are accurate and consistent over time.

Improving the speed to proficiency for end-users of software applications

The quality of the learning and support documents affects how quickly employees achieve proficiency on the new system. Since supporting documentation is not contained within the application, employees must go into other systems to find the information they need. Once they find the information there is no guarantee that it is the latest version, or there may be discrepancies between two documents for the same learning objective. It is very difficult to maintain every document in every form (e.g. simulations, work instructions, and videos) and centralize the deployment of documents without the functionality that a robust digital learning platform offers.

Customers identified benefits of moving to the uPerform learning content management and distribution system in the areas of increasing operational efficiencies and improving employee proficiency.

Increase Operational Efficiencies

Save time for authors and administrators

uPerform provides content development features that help authors and administrators save time and speed up software rollouts. The system captures screenshots, actions, and keystrokes within the targeted application. This recording is published in a variety of formats to satisfy different learning needs and styles. uPerform also includes templates to increase consistency and allow authors to focus on what matters most, creating learning content and not document formatting.

Customers interviewed reported the potential for:

↓ 50%
REDUCTION in time spent authoring and administering content

> "Something that took 30 minutes now takes 15 minutes with uPerform – we don't have to worry about reformatting anything and can just focus on content."
>
> – Training Development Manager, Communications Firm

ANCILE

Reduce expense of instructor-led training

By creating learning that is accessible virtually, at moment of need, in multiple locations and formats, uPerform reduces the expense of travel, classroom rentals, and instructor salaries.

Customers interviewed reported the potential for:

↓ **40%**

REDUCTION in instructor-led training cost

> "We started using uPerform 5 years ago in the IT space and we reduced our instructor training by 40%."
>
> – Digital Learning Lead, Agriculture

Reduce time away from job for learners

The uPerform solution enables employees to learn on the job, at the moment of need, through a combination of features. In-application simulations provide context-based learning at their fingertips. Content is relevant based on roles and requirements, and available on multiple platforms and devices. A centralized document repository allows for access to training content from any location. Collaboration functionality lets users share best practices and get notified automatically when content changes.

Customers interviewed reported the potential for:

↓ **45%**

REDUCTION in time away from job for learners

> "We have had a 61% reduction in time spent on training versus what we were doing before we moved to uPerform. We used to have 4-8 hours of learning for 4 different courses. Now it's down to more than half that."
>
> – Senior Training Manager, Healthcare System

ANCILE

info@ancile.com | www.ancile.com | 855-426-2453

Increase Employee Proficiency

Reduce end-user time spent searching for content

The uPerform system provides one location for all learning content. It has a highly customizable and user-friendly interface that provides support content that matches a role, department or specialty, and allows for easy searching. In addition, uPerform allows users to save documents as favorites to reference later, search using keywords, and share and download materials at ease.

Customers interviewed reported the potential for:

↓ **15%**

REDUCTION in time end-users spent searching for content

> "Because all the material in uPerform is context sensitive, users just click on help and don't have to search at all. I think the users were spending 3-4 hours per week searching for content, but because the materials are now linked that has gone down to zero."
>
> – Global ERP Training Manager, Equipment Manufacturer

Reduce number of help desk calls

uPerform provides role-based help directly within the workflow of mission-critical software applications, including ERPs, to equip employees to answer their questions through just-in-time help. This allows IT and help desk staff greater opportunities for more productive activities – such as application construction, reporting, and end user interactions.

Customers interviewed reported the potential for:

↓ **40%**

REDUCTION in the number of help desk calls per year

> "In the past, when a user couldn't figure out how to do an action, they would reach out to the IT team and each call took 30-45 minutes. With uPerform we have seen a 50% drop in the number of people that we talk to on the phone for help issues."
>
> – Director of Training, Government

ANCILE

Improve user adoption of mission-critical software

uPerform accelerates learning and improves user adoption of software solutions. For example, it notifies employees of procedural changes. It also tracks user proficiency by role and enables managers to see who has completed training to proactively manage learning. uPerform ensures access to consistent content and enables employees to work and receive support with just-in-time content delivery as new features and applications change.

Customers interviewed reported the potential for an INCREASE in adoption of mission-critical software each year

> "The biggest benefit of using uPerform is the ability to make and maintain your content across the enterprise and have a proficiency continuum for your employees – you can take a user from a novice to an expert."
>
> – Senior Training Manager, Healthcare System

In Summary

The value of a best in class digital learning platform such as uPerform is immediate and demonstrable. Organizations faced with underutilized software, workaround errors, and the cost of instructor-led training can begin to solve them by developing end-user mastery of software applications through effective user adoption, high-quality training, and just-in-time learning opportunities.

Measureable value.

Reduce Employee Time in Training	Enhance User Efficiency	Decrease Training Costs	Simplify Content Production & Maintenance	Decrease Help Desk Costs
↓	↑	↓	↑	↓
Reduce time away from job for learners by **45%**	**15%** gain through faster information access	**40%** savings in instructor-led training	Speed up authoring time across multiple systems by **50%**	**40%** reduction in help desk calls

Based on independent interviews conducted by Hobson & Company with ANCILE customers.

Contact a member of the uPerform team for your personalized ROI analysis detailing the applicable uPerform sources of value to your organization.

About ANCILE Solutions

uPerform by ANCILE Solutions helps employees master your software applications while they work. Access help directly within the workflow to reinforce learning, accelerate content creation, and simplify content management. uPerform gets the right information to the right person at the right time, right where they need it in the workflow, even when it is highly customized. Authors can accelerate their workflows, quickly creating targeted content that accurately reflects your tailored applications. uPerform drives user proficiency of over 200 of the world's leading business and healthcare applications. It is used by 20 million end-users and over 4,600 global customers. To learn more, visit www.ancile.com

About Hobson & Company

Hobson & Company helps technology vendors and purchasers uncover, quantify and validate the key sources of value driving the adoption of new and emerging technologies. Our focus on robust validation has helped many technology purchasers more objectively evaluate the underlying business case of a new technology, while better understanding which vendors best deliver against the key value drivers. Our well researched, yet easy to use ROI and TCO tools have also helped many technology companies better position and justify their unique value proposition. For more information, please visit www.hobsonco.com.

ANCILE