

# 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, presentations, performance support, and quick reference guides
- Multiple learning methods: watch and practice simulations, knowledge tests, and in-application performance support
- Content workflow and management, including check-in and checkout, versioning, rollbacks, and status updates
- SmartMatch context sensitive help for most web-based applications
- Multilanguage translation
- Full-feature sound recording and editing

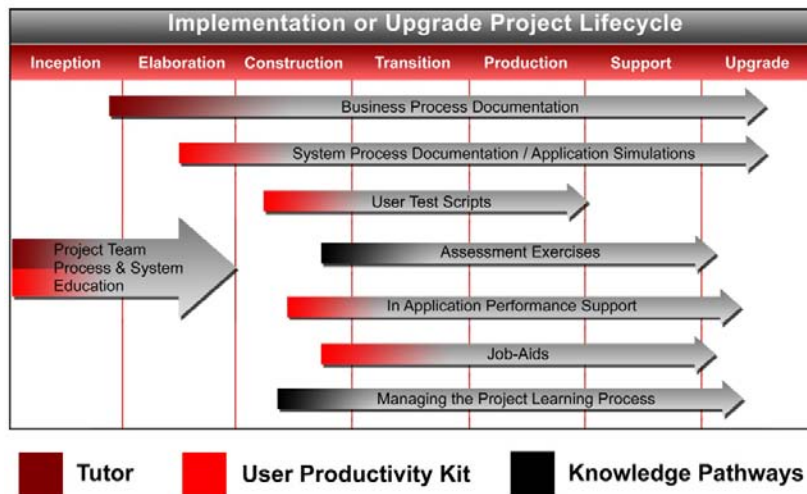
### BENEFITS

- Maximize ROI on enterprise applications by educating 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
- Record simulations in a way that mirrors how users complete tasks
- Reduce training, documentation, and ongoing help desk costs
- Reduce performance support costs with context sensitive help
- Create engaging conceptual and transactional content with full featured sound recording and editing

*Oracle User Productivity Kit is a collaborative content development platform that enables enterprises to capture, maintain, and disseminate critical organizational knowledge. Through knowledge transfer, Oracle User Productivity Kit drives user productivity and mitigates risk throughout all phases of the software ownership lifecycle. By capitalizing on information sharing across the enterprise, companies can maximize the return on investment (ROI) of their enterprise applications.*

### Maximize Return on Investment

Oracle User Productivity Kit promotes end user adoption, the biggest barrier to enterprise application success, by simplifying and facilitating the knowledge transfer process. 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 organizations are looking to use the platform for a knowledge transfer initiative, 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 and Capitalize on Knowledge

Enterprise system users that are not given the proper guidance can take up to four times longer to become proficient at new job tasks or upgraded applications and they require up to six times more support than educated users. In addition, users have

different preferred learning styles which enable them to master new information in the most effective way. With Oracle User Productivity Kit, three different learning methods allow users to watch simulations, practice in a simulated environment, and test their knowledge to ensure system competency.

With full feature sound recording, editing, and playback capabilities, content developers can create engaging conceptual and transactional content for users to view and enhance their transfer of knowledge. Simulations can also be imported directly into a learning management system such as Oracle iLearning, SAP Learning Solution, and Saba Learning Suite. By delivering user proficiency, capitalizing on knowledge, and sharing information across the enterprise, 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, check out, versioning, and status. In a single authoring session, they can create multiple outputs of documentation, simulations 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, presentations, and in-application 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 re-record 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 and other government or industry compliance initiatives. 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 provide users with the right information the first time and validate their competence.

In addition to the inherent risks associated with knowledge transfer initiatives, software implementations, and upgrade projects, today’s economy and the aging workforce have added to the existing challenge of user adoption. Fluid workforces added to the complexities of multiple systems 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.

## 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
- Oracle's Hyperion

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.

## Manage Knowledge as a Strategic Asset

Even under the best programs, users will forget 70 percent of what they've learned within two weeks and 87 percent within one month. Once initial knowledge transfer is complete, there is still a vast need for just-in-time performance support materials. The "Do it" mode delivers context-sensitive help from the application's help menu and SmartMatch delivers help from the SmartHelp browser toolbar button to walk the user through a business process. The ability to deploy 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. By managing knowledge as a strategic asset, organizations can realize substantial reductions in the maintenance of their content with Oracle User Productivity Kit. Through a single editing session, multiple outputs are updated automatically to ensure the most up-to-date content for highly effective performance support.

Most processes are performed in more than one application, however, 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 effectively using the software as efficiently as possible. With Oracle User Productivity Kit, your organization will realize speed to competency, reduced costs, and broad user adoption—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.

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