

# KEEP YOUR EMPLOYEES ON TRACK AND AT PEAK PERFORMANCE

With SupportPoint, employees know the right way to work — first time and every time.



Performance support systems help employees use complex enterprise applications, understand procedures and business rules, and stay current with product and service information.

# THE CHALLENGE

## Keeping Employee Performance On Track

### CHANGE IS A CONSTANT

New people, new processes, new technologies, new products... can your workforce stay up to date with all this change? If not, then:

- New systems not adopted fully
- More supervisor or internal help desk support required
- Wasted time searching for answers
- Customers receiving poor service and wrong information
- Important processes and rules not followed

### CAN YOU EVER TRAIN ENOUGH?

Businesses are so complex and change so rapidly that it's almost impossible to keep everyone up-to-date and skilled all the time. The reality is that you can never deliver enough training before a change to get everyone 100% competent on day one. And because today's training budgets and timeframes are crunched and employees have less time to spend away from their daily jobs, the ability to deliver upfront or refresher training is limited.

### CAN YOU PROVIDE EFFECTIVE ONGOING SUPPORT?

After a change, most companies support employees in the most expensive way possible — with a lot of 'one on one' support from internal help desks, supervisors, and other subject matter experts.



Companies supplement personal support with online reference information. However, self-service support must be incredibly easy to use and offer lightning-fast access to task-relevant and up-to-date information. That's where ad-hoc approaches like tip sheets, update emails, and FAQ boards fall short. And, e-learning systems, which are geared towards conceptual learning, or online help tools which are geared towards feature and function support for individual applications, just don't meet your employees' needs for fast and complete job support.

As for another of today's modern solutions, corporate search engines for document repositories, they often point employees to trails of inapplicable, incomprehensible and out-of-date documents. Recent data shows that average knowledge workers spend 15% of their time looking for information — and are successful only 50% of the time.

# THE SOLUTION

## Performance Support

SupportPoint is a performance support management system that delivers relevant and actionable information about an organization's specific systems, processes, policies, tasks, and products.

With SupportPoint, employees know the right way to work — first time and every time.

Organizations that adopt SupportPoint consolidate their employee support efforts with one solution. In addition to raising the bar for operational performance, SupportPoint slashes the total cost of support and retraining.

SupportPoint also improves operational effectiveness by helping employees use systems and apply processes correctly. This ensures higher returns on investment in new systems, greater compliance with policies and procedures, and less rework resulting from confusion about how work is supposed to be done.

### A SMARTER APPROACH TO SUPPORTING EMPLOYEES

SupportPoint provides distinct advantages over alternative support approaches:

#### More Specific than E-Learning

SupportPoint delivers employees exactly the support they need to perform a particular task. And because SupportPoint

content consists primarily of structured text-based documents, maintaining information is far easier and less expensive than maintaining e-learning content.

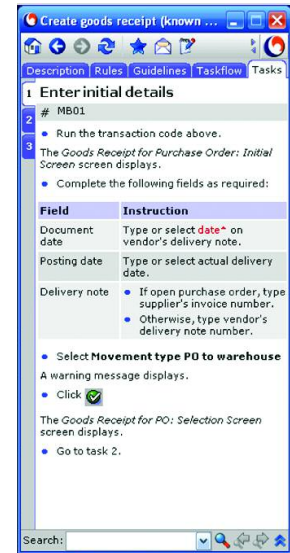
#### Faster Access to Actionable Information than Intranet Portals

SupportPoint provides fast access to clear 'when, what, and how' information to operational level employees. Using conventional knowledge management systems often results in wasted time and failed searches for information, with employees getting sidetracked in the process.

#### More Business and Role Specific than Online Help

SupportPoint provides guidance on the business-specific use of a technology as well as information about processes, policies, or products. Online help tools are typically limited to supporting a single application, even though employees often need help with business processes that cross multiple applications. Hence, online help fails to deliver the broader support required for the entire task. Also, online help authoring tools lack the enterprise-grade content management capabilities needed to track and work with large amounts of complex information, stored and published in multiple, interconnected versions and languages.

	SupportPoint	E-Learning	Portals	Online Help
Easy content maintenance	●		●	
Context sensitive	●			●
Cross-application context sensitivity	●			
Role-specific	●	●	●	
Fast access to very specific information	●			●
Comprehensive content management	●	●	●	
Low network overhead	●			●
Translation support	●			
Built-in training and assessment	●	●		



With just a click of the SupportPoint icon, a floating screen of highly structured, context-relevant information appears next to the active application. This view provides concise and highly structured documents with text, diagrams, or tables that guide employees through a particular task.

An easy authoring and publishing system creates, tracks, and delivers the latest information to keep employees informed and current. Feedback and document synchronization features make content development dynamic, while built-in training and assessment functionality enhance the learning value of the content.

### SUPPORTPOINT IS FOR:

#### WHO?

- Enterprise applications users (ERP, SCM, CRM)
- Customer service representatives

#### WHERE?

- Large and mid-size organizations
- Remote and branch offices
- Global operations and subsidiaries

#### WHEN?

- While working with applications
- While working with customers

# SUPPORTPOINT

## Performance Support

### KEEPING EMPLOYEES ON TRACK AND AT PEAK PERFORMANCE

Employees prefer using SupportPoint because it delivers:

- Fast access to information when they need it
- Information that's clear and relevant
- Personalized information for each user
- Information that's always up to date

Businesses prefer SupportPoint because it delivers:

- A low-cost way to maintain and deliver content
- Powerful and streamlined content management
- Advanced versioning and translation support
- Scalability, security, and low network overhead
- Built-in training courses and assessment tools

### Panviva — Developers of SupportPoint

Panviva's performance support system, SupportPoint, improves workforce competency and accelerates the adoption of new systems, processes, and products in mid- to large-size organizations. Globally, more than 50,000 users rely on SupportPoint in industries such as manufacturing, insurance, distribution, telecommunications, utilities, energy, and government services. Panviva offers products and services around the world directly and through service partners.

Visit [www.SupportPoint.com](http://www.SupportPoint.com) to learn more or call for a live demonstration.



### About New Wave Learning

New Wave Learning specialises in the provision of informal learning solutions. Its product portfolio combined with expert consultancy and professional services enable organisations to develop and deliver solutions that provide 'moment-of-need' knowledge & information.

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