

Performance Support Solutions: *ActiveGuide*[®] Interactive Performance Support



ActiveGuide your processes

Businesses are looking for ways to maintain workforce skills on ever-changing mission-critical enterprise applications. Training is expensive - 1 day of training for 100 users results in 20 man-weeks of lost productivity. The Stranix *ActiveGuide* solution provides businesses with a performance support tool for web-based applications that dramatically reduces training requirements. *ActiveGuide* allows organizations to quickly develop and deploy training and performance support for enterprise applications in a cost-effective solution.

Benefits

- ***A cost-effective solution that gets results fast.***
- ***Reduces the need for application training.***
- ***Eliminates the expensive downtime that training requires.***
- ***Ensures data accuracy and integrity.***
- ***Reduces time-to-competency to zero.***
- ***Ensures total user adoption.***
- ***Increases the speed of ROI.***
- ***Lowers the enterprise application Total Cost of Ownership.***
- ***Works with any web-based application.***

Today's workforce constantly needs to upgrade their skills and gain command of new product lines, technology, software and applications. At the same time, managers need to ensure their employees have the required skills and certification to perform their roles as effectively as possible.

Over the past few years, technology-based solutions have emerged to help businesses deliver performance support - and thus business performance - to new levels. However, despite the opportunities, some solutions can be difficult, and costly, to develop and maintain. Additionally, businesses need to address the need for hosting, upgrades, system administration, end user support and content management.

Stranix, in partnership with Rocket Software, is addressing this challenge with an interactive performance support solution based on the latest technology and designed to provide businesses with integrated application support that is both quick to implement and cost effective.

The solution

Stranix is offering *ActiveGuide*, an interactive performance support solution that works with any web-based application. It allows first-time users to successfully complete productive work in enterprise applications without prior training.

"Performance support" focuses on helping people to perform their work better and more efficiently.

ActiveGuide runs in the user's browser without the need for downloads, players or proxy servers. It places an intelligent layer between the user and the application so that it can monitor and manage their interaction with the application. *ActiveGuide* creates optimal real-time self-service performance support for applications and business processes reliant on those applications, including:

- CRM
- ERP
- Financial Management

- Supply Chain Management

ActiveGuide is designed to take performance support beyond text files, simulations and other offline information about processes. *ActiveGuide* provides automated interactive support with processes and applications.

How is ActiveGuide different from other approaches?

- *ActiveGuide* focuses on work performance rather than application knowledge.
- *ActiveGuide* delivers genuine interactive process support. Alternatives do not.
- *ActiveGuide* support happens within the application not in a classroom or a help window. Alternatives are really just the same old “help” or “training” in new clothing.
- *ActiveGuide* can block user errors and missteps. Alternatives cannot.
- *ActiveGuide* can read and respond to the users input. Alternatives cannot.

ActiveGuide Features & Functionality

- *ActiveGuide* mediates between the user and the live application while they complete real work.
- *ActiveGuide* "understands" where users are and what they are doing and so can adapt on the fly to the changing application state, user context and user need.
- *ActiveGuide* can neutralize user errors.
- *ActiveGuide* can enforce business rules and best practices.
- Support is authored on live application in the point-and-click WYSIWYG studio.
- Instant author-test-revise cycling provides efficient authoring.
- Deployed once the support automatically adapts to changes in application layout so it never gets out of date (unlike simulations and screen shots).
- ActiveGuide support runs from a browser toolbar or a page link.

Technical Overview

ActiveGuide provides businesses with an economical, scalable solution that can be setup quickly and eliminate the burden of solution management and support.

- *ActiveGuide* Studio Suite is a Windows® application.
- Support is authored via point-and-click on the live target application.
- The Studio dynamically analyzes the target pages and maps support to their controls.
- Output is JavaScript that runs in any standards-compliant browser.
- Support runs entirely in the client's browser and has no impact on the application.
- Support is infinitely scaleable with negligible bandwidth and server impact.
- Output is self-contained and has no external software dependencies.
- The support inherits its security from the host application.
- There are no language limitations as end-users are only exposed to author-supplied text strings and audio.

About Stranix

Stranix is a global provider of workforce performance solutions and services that transform the business of established and emerging companies. Stranix helps clients realize their strategic vision, and execute on that vision, thus increasing business and workforce performance.

About Rocket Software

Rocket Software is a global development firm that builds Enterprise Infrastructure products for the worlds leading OEMs, networks and software companies. Its ActiveGuide technology mostly recently won the 2005 Performance Centered Design Award for the Salesforce.com Interactive Coach. For more information, visit www.rocketsoftware.com.

For more information

To learn more about Stranix Performance Support Solutions, please visit: www.stranix.com, or contact Stranix Sales at Telephone: 214 432 8261
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