



Digital Adoption **and** User Training
– in ONE Solution!



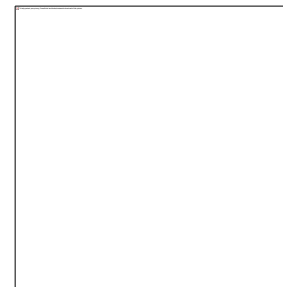
What's Up for Today?

Today's conversation is about us sharing the five secrets we feel are successful for the adoption of your solution

- First, we're going to tell you a little about ClickLearn and get you thinking about why you need a Digital Adoption Solution
- Next, we're going to talk about how ClickLearn works
- Finally – we're going to show you how it works!



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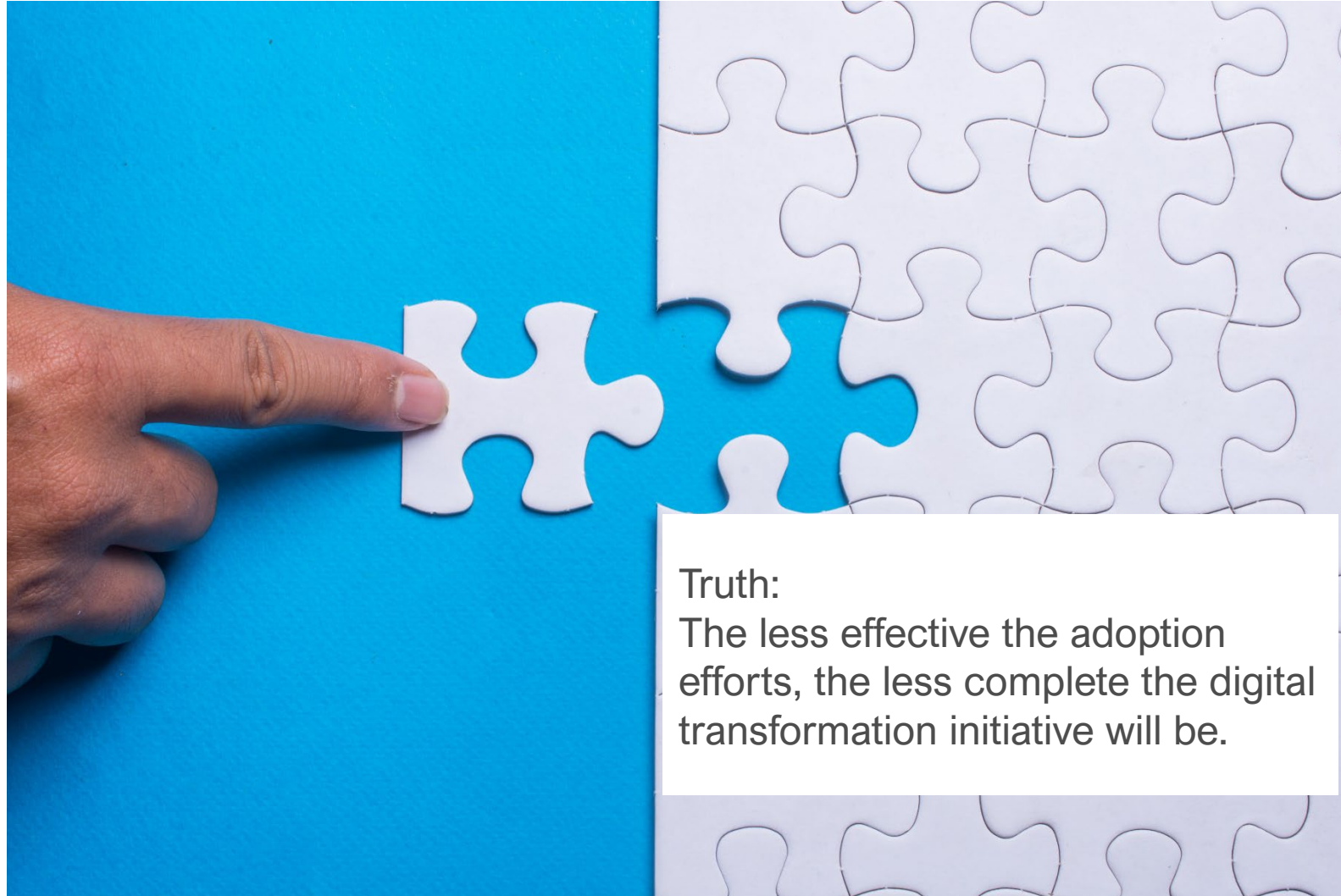
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Who we are... By the Numbers

| | |
|-----------------|---|
| 5 | Offices in: Copenhagen, Denmark Saint Petersburg, FL, US Toronto, Canada Perth, Australia Ahmedabad, India (Development Team) |
| 200+ | Microsoft Partners |
| 52 | Countries where ClickLearn is used |
| 8,000+ | Content Authors |
| 240,000+ | End Users |

Successful Transformation Depends Upon Organizational Digital Adoption



Truth:
The less effective the adoption efforts, the less complete the digital transformation initiative will be.



Can help prep your
content development



Key Points for Preparing Your Content Development

- **Understanding your users**
- **What digital adoption solution/applications do you have at your disposal?**
- **What does your content development look like?**



Can mitigate anxiety
around release cycles

A vertical image of an iceberg. The top part is above the water line, showing a jagged, snow-covered peak. The bottom part is submerged, showing a much larger, textured mass of ice with various cracks and layers. The water is a clear, light blue color.

Release Cycles – You Know You’re Going to Have Them

- How do you get notified when the application has been updated?
- Keeping content up to date
- Tracking changes



Can keep a
consistent message
through all the
learning styles
you want to create



Is Your Message Consistent through all the Learning Styles You Create?

Have your materials explain the process consistently through however many different formats you build. Connect the dots for the end users so they can readily understand, in whatever learning style it is that they consume the message.

- Learning styles
- Templates
- Standards



Can help with your
global initiatives by
providing superior
translation of ALL the
materials you need to
create!



Going Global? You'll Need Translation(s) for your Application

53%

of internet users are in Asia ²

6x

Content that is localized has 6 times more engagement than global content ¹

75%

of internet users prefer websites in their own language ³

26%

26% of internet users are English speakers ⁵

34%

Of all YouTube videos are in languages other than English ⁴

¹ <https://www.mindjumpers.com/9-reasons-to-do-localization>

² https://en.wikipedia.org/wiki/Languages_used_on_the_Internet

³ <https://www.prweb.com/releases/2014/04/prweb11725995.htm>

⁴ <https://www.internetworldstats.com/stats.htm>

⁵ <https://www.statista.com/statistics/262946/share-of-the-most-common-languages-on-the-internet>



80% faster to create documentation



Record



Produce



Publish

Cross Applications

ERP / CRM



Productivity



Custom Apps

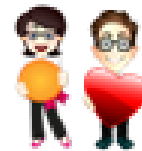


Best user experience

7



Seven learning formats from a single source



Live Virtual Assistant for any process



Automated Replay to manage system upgrades



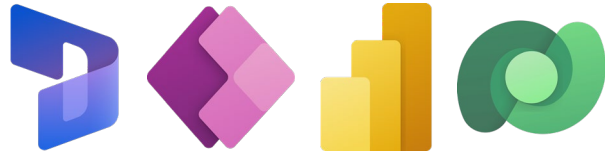
Built-in Learning Analytics tracks ROI



Auto translate to 106 languages
Both written documentation and videos

Supporting the way **you** do business

Business & Enterprise



Microsoft Dynamics Finance & Operations
Microsoft Dynamics Customer Engagement
Microsoft Dynamics Business Central
Microsoft Power Platform
Microsoft Power BI
Microsoft Dataverse

Custom / legacy / other Apps



Windows XP/7/10/11
Apps
Web-based Apps



Ongoing training

Productivity & Collaboration



Microsoft Office 365 on-premise & online
Microsoft SharePoint on-premise & online
Microsoft Teams

Beyond the eco-system



IFS Applications 10 / IFS Aurena / IFS FSM
SAP GUI / SAP 4/HANA
Oracle Financials
Salesforce



**Now, it's time to see
ClickLearn
in action!**