

smartsupport

Connect your learning & support materials to your IT applications & give your users the exact support they need as they need it!

SmartSupport Version 5, a powerful software toolset that enables learning professionals to implement Performance Support, Contextual Learning, 'On Demand' and 'Moment of Need' learning and support solutions, fast and effectively.

With SmartSupport you can retrofit 'any' learning and support materials context sensitively to your IT applications without change to or impact on those applications. No technical skills are required.

SmartSupport empowers learning professionals to take full control of the implementation of Performance Support and Contextual Learning by providing the independence needed to build, deploy and maintain such solutions.

SmartSupport helps with:

IT Rollouts

- Works with most IT applications – ERP, CRM, etc.
- Reduces up front training time & time to competence
- Lowers training costs and time off the job
- Ideal for initial, top-up or new release training

Call Center Operations

- Reduces learning curve to meet service levels
- Increases revenue
- Improves service level & reduces call times
- Accurate information ensures reduced coaching interruptions

Mergers & Acquisitions

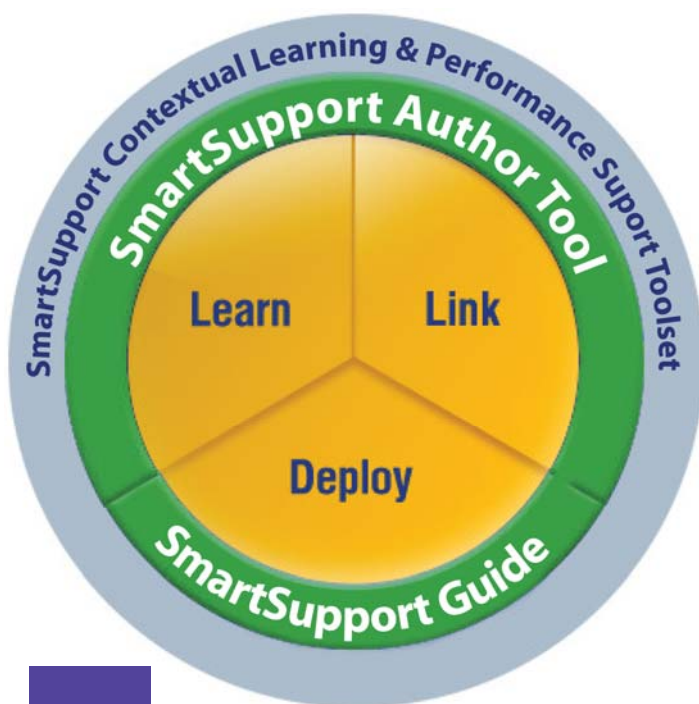
- Reduces time & costs for training & staff conversion
- Systematic approach to process & task standardization
- Contextual access improves relevancy & speed of support
- Ensures high level of employee compliance

Content Delivery for LMS, LCMS, CMS Applications

- Integrates seamlessly with most content tools
- Provides faster content access mechanism
- Increases ROI & enhances functionality
- Wins back lost time with contextual access

Deliver Content from Courseware Tools

- Immediate access to relevant e-Learning materials
- Compatible with content from most authoring tools
- Increases ROI from e-Learning initiatives
- Facilitates use of multiple content forms in e-Learning



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A fast & effective 3 Step Process

In today's on-demand business environment, 'time to market' is key. The SmartSupport V5 toolset aims to simplify the development and implementation of Performance Support and Contextual Learning solutions, so your organisation can get maximum benefit in minimum time.

SmartSupport customers report that getting the right information to your users, just as they need it and in context, reduces training and support costs, increases employee productivity and employee performance while empowering users with flexibility and self sufficiency.



Like most organisations you probably already use your content tools of choice to capture the business process knowledge and the learning and support materials your employees need to do their job. You may be storing that information informally on web sites or you may already be using courseware authoring tools or LCMS, LMS or CMS applications to build and store your content. If so, you are close to implementing a Performance Support or Contextual Learning solution and winning real benefits for your organisation.

And to get there is as easy as 1 -2 -3. Using the SmartSupport unique 3 Step process you can bring new life to your existing content by pushing it to your users, as they need it and in the context of their work.



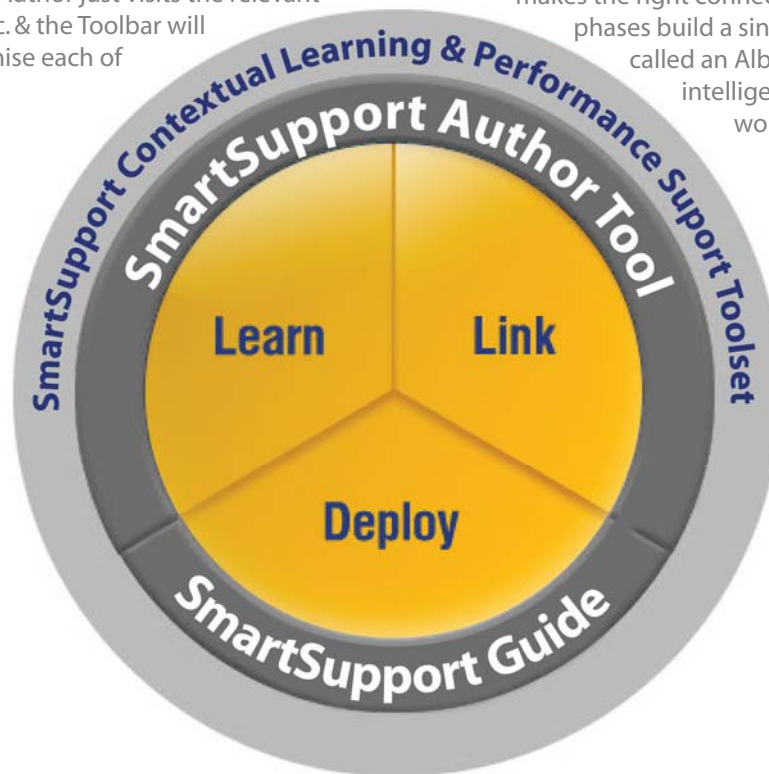
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STEP 1: Learn

The Authoring workflow begins with the Author using the software application just like a user would. The SmartSupport Author Toolbar can then learn to recognize the various predicaments & contexts that users will encounter. The Author just visits the relevant transactions, screens, fields etc. & the Toolbar will respond by learning to recognise each of them.

STEP 2: Link

Now the Author will browse to & locate the exact content that will support each user predicament. Once located, a simple click & drag of the browser address bar makes the right connection. The Learn and Link phases build a single central fingerprint folder called an Album, which contains all the intelligence for SmartSupport to work from. It's that easy!



STEP 3: Deploy

The Album of Predicaments can be located on a central web server to ensure a single point of maintenance and provide for easy and continuous improvement. The SmartSupport Guide will then monitor the users software application activity from within the Browser so that as application predicaments are reached by users, relevant and precise learning and support materials will be proactively pushed to the individual's desktop. Your users can now get the support they need as they need it and while they work!

All achieved in a simple three-step workflow process and without impacting your software applications.

SmartSupport V5 requires windows operating systems – XP or higher.

SmartSupport V5 is compatible with web-based applications running under IE 6 and above.

Authoring PC's require a minimum of:

Pentium 4+, 500 MHz, 512 MB RAM

Minimum 1 GB of hard disk space

Graphics card

17" monitor capable of 1024 x 768 x 256 colors

(21" monitor is optimum)

End-user PC's require a minimum of:

Pentium 3+, 500 MHz, 256 MB RAM

Minimum 50 MB of hard disk space

Graphics card

17" monitor capable of 1024 x 768 x 256 colors

(21" monitor is optimum)