



Performance **PLUS**

To get the most from your applications and processes, you need to get more from your users. PerformancePlus is the end to end embedded application support tool that makes this happen.

PerformancePlus encourages users to interact with applications and processes in the right way. It's a rapid adoption solution that helps users navigate complex transactions, processes and workflows. With PerformancePlus, you can:

- Document applications and processes with speed and ease
- Access real-time performance support from any application
- Create and share processes across locations and teams
- Streamline end of year processes, records management and record capture.

How it works

PerformancePlus has three main components:

PerformancePlus Author

PerformancePlus Author captures work processes and functions. With a powerful screen capture engine, it follows activities work processes to generate detailed screen captures and instructions. Once captured, you can use this content to create in-depth Word and PDF documents and video demos.

PerformancePlus Publisher

PerformancePlus Publisher oversees and manages all captured and documented content. It lets users manage content at all stages – from work in progress, editing and QA through to publishing and release.

Publisher also manages document lifespan. It tells you the age of each document, how often it is accessed and when it was last updated – so you always know which information is the most up-to-date. With a web-based dashboard and suite of admin tools, Publisher makes it simple to manage content, users and contributors. This includes content authors and QA teams reviewing the raw documentation.

PerformancePlus Advisor

Need help using an application or navigating a process? PerformancePlus Advisor is at your service. As the delivery mechanism for performance support, Advisor ensures that help is only two clicks away. Users can access contextual support like documents and interactive videos without leaving the application.

Why does this matter?

In our experience, users are unlikely to search through a mass of documentation, hoping to find the right one for the task they need to complete. Advisor makes this information immediately available, with no need to search or verify that it's the correct option.

Why choose PerformancePlus

- On-demand availability
- Support when you need it
- Consistent delivery
- Tailored to your system configuration
- Flexible across almost all Windows or web-based applications

PerformancePlus Benefits

PerformancePlus is ideal for organisations that want to save money and improve employee and project performance. Our PerformancePlus clients regularly experience benefits including:

Cost savings

- Experience 5-20 x return on investment, depending on breadth of use
- Reduce help desk calls by up to 50 per cent
- Reduce time on the phone to help desk by up to 50 per cent
- Reduce training time by up to 65 per cent
- Reduce documentation time by up to 90 per cent

Employee performance

- Reduce time needed to achieve user competence by up to six months
- Reduced cost of enabling and supporting users
- Increased compliance in use of application
- Increased efficiency, productivity and effectiveness
- Fewer errors

Project performance

- Reduced project risk
- Improved ability to enforce content standards and controls
- Ability to extend to any Windows or web-based app
- Ability for all business units to participate in content creation and maintenance

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