



# Performance **PLUS**

# UNLOCK

## more value from your processes and applications

How would you like to maximise the value of your technology investments, foster user adoption and help teams manage processes more efficiently?

If you have complex processes or expensive business applications, chances are the answer is yes. The good news is that achieving these outcomes is easier than you might expect.

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.

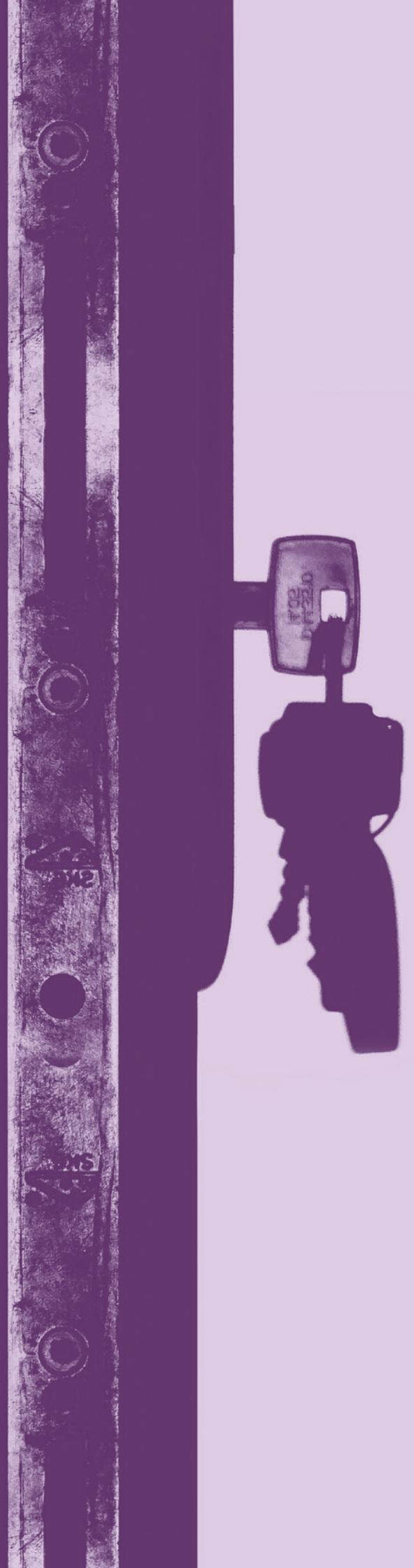
PerformancePlus encourages users to interact with applications and processes in the right way. It's a rapid adoption solution that helps users navigate complex transactions, processes and workflows.

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 is an easy-to-use tool that works with any application or process. Built on familiar Microsoft products like Word and Paint, it documents applications up to 90 percent faster than other tools.





## What is PerformancePlus?

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

Like a GPS, PerformancePlus knows exactly where you are in a process or application. By following you as you move through the application, PerformancePlus is always ready to provide relevant and useful guidance.

## Support when you need it

Forget waiting for subject matter experts. In just two clicks, PerformancePlus gives you immediate assistance so you can resolve problems and get back to work faster.

## Consistent delivery

With PerformancePlus, you can be confident that key messages and behaviours aren't diluted over time. You'll always have access to the latest and most relevant support information, managed by strict admin controls.

## Tailored to your system configuration

Some performance support tools only provide a generic vendor's view of a system, which isn't useful for customised environments. With PerformancePlus, you see what your end-users see, including custom configurations.

## Flexible across applications

PerformancePlus works with almost any Windows or web-based application.





## How PerformancePlus can help you?

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:

### 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

# PerformancePlus Capabilities

## Results

- People can perform tasks correctly the first time
- Reduced help desk and peer-to-peer help (reduced by 50%)
- Reduced classroom and CBT training (reduced by up to 50%)
- Quality and accuracy are built into the job (80% accuracy, up to 100% in strict compliance environments such as healthcare, banking and other regulated situations)
  - Enter, change and display the right data and information at the right time
  - Information to make decisions effectively and efficiently
  - Guidance to comply with business process and governance requirements
  - Collaborate with others
- Enhanced adoption and with shorter path to proficiency (days or weeks, not months)
- Automated generation and deployment of help and guidance content
- Real-time access to changed support materials, in-application notification of new or updated content
- Rapidly and accurately create help and guidance content (up to 90% less time):
  - Create and distribute original and changes in real time across the entire organisation
  - Manage different content needs of varying business/organisation entities

## Deliverables

- Automatically deploy application support, including:
  - Step-by-step task support
  - Context-sensitive HTML job aids
  - Simulations (watch and listen, practice, test)
  - Output as printable PDFs and Word documents
  - Screen flows
  - PowerPoint presentations
- Development and administration of end user support content
  - Automated workflow for timely review and approval
  - Ability to include legacy materials, if relevant
  - Reports of usage, development and content ageing
  - Feedback to business owners/ management
  - User generated online “sticky notes”

# PerformancePlus Capabilities

## Use

- Supports change management activities including:
  - Automated workflow for timely review and approval
  - Ability to include legacy materials, if relevant
  - Reports of usage, development and content ageing
  - Feedback to business owners/management
  - User generated online “sticky notes”
- Access to context-sensitive help in real-time
- Captures subject matter expert knowledge
- Development of on-the-job support and training materials
- Development of software or configuration documents

## Why Professional Advantage?

Choosing the right IT partner can be difficult. For over 25 years, Professional Advantage has worked hard to make that decision easier.

As one of Australia’s most trusted and dependable IT partners, we use industry-leading technology from the world’s best vendors to help organisations work smarter and more efficiently. We know that even the best technology solutions have little value if no one uses them, which is why we support user adoption at every stage of an implementation.

We hand-pick experienced and talented consultants with a demonstrated commitment to client outcomes. As a result, our teams offer a rare combination of deep application skills, real-world knowledge and a creative approach to solving costly business headaches. Our high employee retention reflects our dedication to a supportive workplace culture, as well as investments in professional development and training.

With clients of all sizes and across industries, our commitment to delivering results is stronger than ever. We have a simple goal: to be the partner of choice for organisations that want to use smart technology solutions to drive performance.

## Does this sound like your organisation?



# Let's Talk.

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## About Professional Advantage

Professional Advantage is one of Australia's most awarded solution providers, with over 25 years experience in helping organisations improve their business systems through industry leading software solutions. Our 250-strong team in 6 offices across Australia and internationally has successfully worked with over 1000 organisations.