

Infor User Adoption Platform (Infor UAP)

Your organization has made a strategic investment in a new Infor solution to help your employees achieve business goals. During and after the new implementation, the ROI of your investment is maximized by ensuring that your employees adopt and master the new technology.

How to use the Infor technology

Rather than focusing on a single learning event, Infor User Adoption Platform (UAP) helps your organization get the most out of your technology investment by providing “moments of understanding” throughout the software lifecycle.

- During the implementation phase, Infor UAP provides powerful content authoring and management functionality, allowing authors to create custom learning content that directly reflects your new technology.
- When the software goes live this content is delivered to users, right within the application, so they can access help at the moment of need, on the device of their choice, in a form that’s relevant to the employee’s role and language.

With Infor UAP, authors, subject matter experts, and business stakeholders can rapidly create and edit everything from procedural documents to simulations and eLearning courses. Content is published to a performance support website where

end users access all their content, and receive personalized notifications relevant to their learning.

Infor UAP provides both current and future employees the knowledge and learning they need to master your new applications, ensuring that your organization maximizes ROI on its technology investment.

Infor UAP Facts:



Reduce learning content creation time—across corporate systems—by 50%



Reduce instructor-led training by up to 70% saving material/travel costs and retaining employee productivity

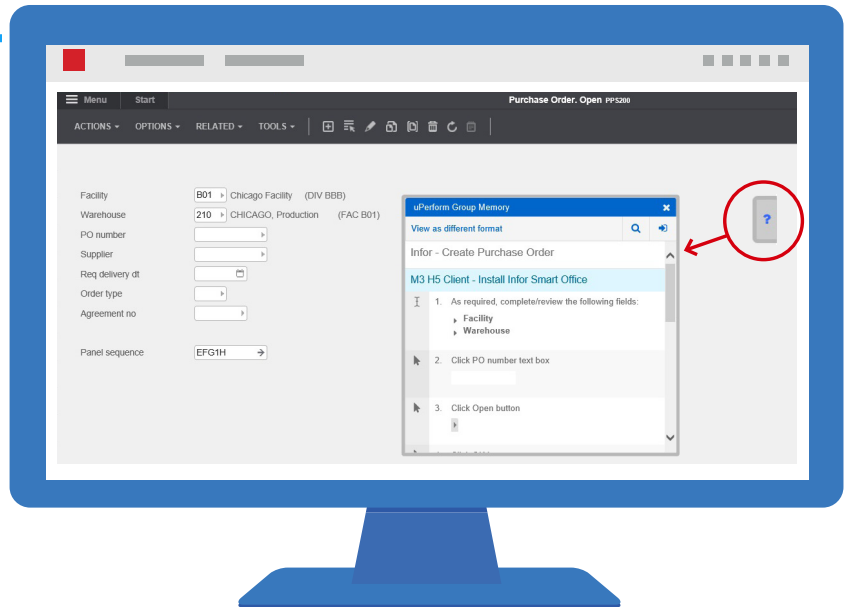


Trim time-to-competency from an average of 8-14 weeks to 5-11 weeks



Achieve payback in 9 months and a 3-year ROI of more than 500%

Deliver context-sensitive help from within Microsoft Windows- and web-based applications from Infor or other products used by your company



Infor UAP delivers comprehensive content authoring capabilities.

- Record standard Microsoft Windows™ and web-based applications to create a single-source document and simulation.
- Capture audio and insert notes during recording to capture key organizational expertise.
- Assign content development tasks to authors via email, with a lightweight, easy-to-use Rapid Recorder tool.
- Create eLearning courses that incorporate conceptual information, simulations, assessments, branching, audio, video, and pop-ups.
- Customize templates to ensure consistency with corporate standards.
- Quickly translate content to more than 30 languages.

Infor UAP content is available to employees directly within the application and can be tailored to specific user requirements.

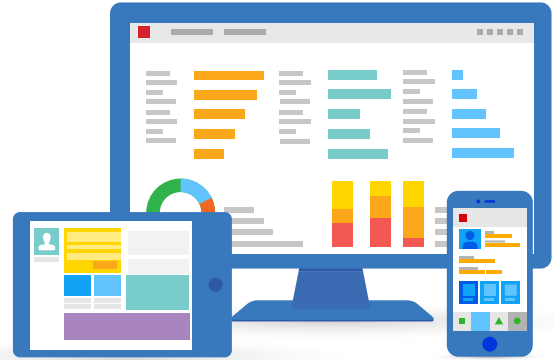
- Control access to content by creating groups that provide customized access for end users, based on their roles and responsibilities.
- Incorporate global classifications to provide unique content based on geographic location, role, or nationality.
- Automatically filter content during browsing, based on the user's language.

Infor UAP makes it easy to manage your learning content.

- Manage author, administrator, and end user accounts.
- Maintain a central repository of terms and definitions, and push out updated definitions automatically.
- Provide project management functionality such as storage, workflow, and versioning.
- Specify retention periods to keep content fresh.
- Batch publish a variety of content types (work instruction, quick reference, course, simulation, test script) and formats (HTML, PPT, PDF, MS Word).
- Publish content to the UAP server for access within your business application, as a website, or from your Learning Management System.
- Receive notifications when content is updated.

Infor UAP provides standard and custom reporting to help measure user adoption and determine user readiness.

- Generate document tracking, workflow, and publishing reports to view project status.
- Generate an assessment performance report to gauge employee readiness.
- View help request and website usage reports to determine where learning content is needed—or could be retired.



View published content on any mobile device

In addition to rich product functionality, Infor UAP provides a strong foundation of support and enablement that includes:

- Global help desk support and knowledgebase.
- User documentation and online help.
- Professional training and consulting services.
- Sponsored user group community, including in-person conference events across the globe.



User
Adoption
Platform

For more information contact via email:

Americas: EducationAmericas@infor.com

Europe, the Middle East and Africa: EducationEMEA@infor.com

Asia Pacific: EducationAPAC@infor.com

About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights delivered as a cloud service. With 15,000 employees and customers in more than 170 countries, Infor automates critical processes and helps eliminate the need for customization through embedded industry domain expertise. To learn more, visit www.infor.com.

Copyright© 2017 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INFDTPI816113-en-US-0418-2