



Instancy Enterprise Application Training and Performance Support

In ever evolving enterprise software applications rollouts, issues related to change management, customer service, and end-user training remains a challenge, especially their impact on people and productivity.

Instancy enterprise application solutions use job-role, task and end-user skill profiles to provide a blend of online learning, performance support, and on-demand knowledge to improve enterprise application productivity.

Delivering Business Results

Instancy Enterprise Application Learning and Performance Support delivers:

- Fast path to competency and productivity
- An effective channel to communicate with your customers or end-users
- Rollout enterprise applications on time and on budget
- Reduce application support and customer service costs

Instancy Enterprise Application Training and Performance Support Portal

Instancy application training and performance support portals include the following options and components:

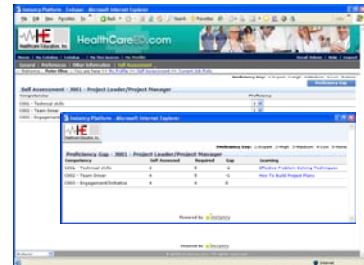
- Enterprise application support portals and performance management dashboards
- Application skill assessment based on job-roles to identify competency gaps
- Online learning modules and assessments
- Animated product demos and software application simulations (step-by-step instructions and skill testing)
- Rapid creation and delivery of software product/application news, updates, release notes, case studies, white papers, and FAQs
- Performance support provides context-based guidance within the actual application for the right knowledge without leaving the application environment (no messy software integration required)
- Provide live mentoring through Web conferencing, application sharing, and recorded events with audio support
- Manage customer feedback, surveys, and discussion forums
- Content conversion (from classroom training, manuals, printed materials) services to populate the portals
- Complete hosting and technical support

About Instancy

Instancy, Inc., provides end-to-end content supply chain management system that enables organizations to aggregate, manage, and distribute personalized and interactive content to customers, partners, and employees. Instancy's vision is to instantly deliver the right information to the right person at the right time on the right device.

To arrange a demo please contact <mailto:info@instancy.com> or call 919-653-4980.

Deliver the right knowledge, in the right context, in the right format ...



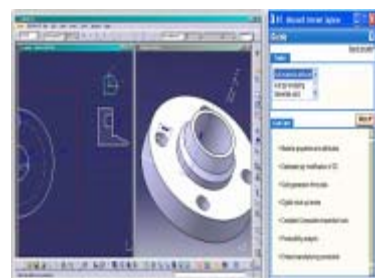
Skill-gap analysis and personalized learning



Live mentoring through application sharing and collaboration



Learning-by-doing through software simulations and workflows



Performance support within application task context provides step-by-step guidance