



Real Business Impact and ROI

A Look at Performance Support Solutions

Now more than ever, organizations are being asked to produce more business value with fewer resources — smaller workforces, shrinking budgets and less time. It's a situation that calls for a targeted and cost-effective solution that addresses organizational productivity. Ontuitive specializes in building performance support solutions that make your employees more productive, in short order. Compared with the cost and time of formal training or e-learning, we offer a high return on investment.

THE BUSINESS CASE

In a recent study on the hidden costs of information workers, International Data Corporation (IDC) analysts defined the typical workweek of an information worker by breaking it up into the tasks they performed.¹ The study found that a typical worker spends 9.5 hours per week searching for information and 9.6 hours analyzing information. Put together, these tasks consume almost 50 percent of the workweek. Even worse, of the 9.5 hours spent searching for information, 3.5 hours yield no usable knowledge or useful information.

With most workers taking on multiple responsibilities, time has become more valuable than ever, and it must be more productive as well. Organizations cannot afford to have workers wasting time searching for answers to software applications. Those answers need to be immediately available for employees, whenever and wherever they're needed.



ontuitive
ready when you are

¹ International Data Corporation report: The Hidden Costs of Information Work. 2009.



By providing immediate access to usable information, Ontuitive's performance support solutions have a direct impact on the time workers spend seeking and analyzing information. Let's look at the potential benefits with just a minimal improvement in information searching:

Time Spent Searching for Information	Cost to Organization (per 1,000 employees/year)	Projected Decrease in Time Spent	Projected Yearly Organizational Productivity Gain	Projected Yearly Cost Savings to Organization
9.5 hours/week	\$11,875,000	5%	2,968 workdays	\$593,750

Assumptions: Annual Salary=\$50,000; Workday=8 hours; Work Year=50 weeks

It's no wonder the IDC study concluded that, "Any dent that an organization can make in the hours information workers spend on any of these tasks [searching and analyzing] will have an immediate payoff."

THE SOLUTION

Ontuitive's performance support solutions deliver targeted information to workers at the most critical moment of need — bringing them immediate, contextual support for their workplace questions and challenges. Ontuitive's solutions have a measurable impact on:

- Maximizing business application adoption and proficiency
- Improving both employee work quality and quantity
- Efficiently onboarding new employees
- Increasing employees' ability to adapt to change
- Decreasing training costs
- Increasing business process compliance
- Maximizing user adoption
- Minimizing help-desk costs
- Improving employee decision making





Ontuitive's Client Solution

ENTERPRISE SOFTWARE DEPLOYMENT

An organization was preparing to deploy an enterprise software solution to 5,000 employees, which involved 20 hours of required classroom training. As the first employees began using the solution, they encountered problems. Employees could not recall the training they had received in the classroom while on the job. They called the help desk, they made errors, and the organization was generally unhappy.

Then, the organization partnered with Ontuitive to build a performance support solution. The solution provided embedded performance support in the application — for employees to use exactly where and when it was needed. The organization immediately realized the value in this approach and incorporated the solution into the classroom training. More important, the classroom training time was reduced from 20 hours to five hours. The organization discovered that the classroom was best suited for introducing new knowledge and that the performance support solution was optimal for on-the-job assistance.

After the performance support solution was introduced, the results were immediate. Less time was spent in the classroom, fewer employees called the help desk, productivity soared, and errors shrank.

Let's look at the financial impact of just one element: time saved in classroom training.

Number of Workers	Time Saved in Training/Worker	Time Saved by Organization	Cost Savings to Organization
5,000	15 hours	9,375 days	\$1,312,500

Assumptions: Annual Salary = \$30,000; Workday = 8 hours

This doesn't even take into account the savings realized from reduced help-desk calls and increased productivity. For a minimal investment, the organization received a very healthy return.





If you want to find out more about how Ontuitive's performance support solutions are saving global businesses time and money, visit the case studies section on our website at www.ontuitive.com/casestudies.

THE BOTTOM LINE

Ontuitive's performance support solutions have a direct impact on employee productivity. We reduce the wasted time your employees spend searching for information as well as the time required for direct training. Our mission is to give your employees the answers they need, when they need them. As a result, we increase their productivity, proficiency and accuracy.

Want to increase your organization's productivity and realize a huge return on your solution investment? Contact Ontuitive today!

