



Oracle/PeopleSoft User Productivity Kit Education Solution

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THE ONDEMAND SOFTWARE SOLUTION

THE SITUATION:

Like most enterprise application providers, PeopleSoft had an internal team dedicated to ensuring customers gained complete competency in using their products. For years, PeopleSoft delivered live classroom training, but as requirements changed, the company began creating Web-based training (WBT) and looking for new ways to deliver training content more efficiently and effectively for their customers.

Along with Interactive Live Training (ILT) classes, PeopleSoft sold a product called The End User Training Kit, which consisted of classroom guides, and the Web-based Learning Assistant (WLA), essentially an extended version of online help within PeopleSoft applications. PeopleSoft also offered conventional WBT courses as well.

Despite the company's best efforts, customer adoption was low and sales were declining. One of the biggest challenges was addressing each customer's preferred learning format -- live, online, interactive, etc. In addition, the products were difficult to customize because they were written in HTML,

which required manual edits and had little context sensitivity. To further complicate matters, java applets were required, making the product unusable for many of the new browsers that were gaining popularity.

After managing the training infrastructure for four years, Karl Reynolds (former Education Product Manager at PeopleSoft) recognized that the industry was changing and began discussing the possibility of building or procuring new technology for the company's training solution. While Karl and his team realized the need for new technology, colleagues in the PeopleSoft Education group were actively exploring ways to become more efficient at developing training content. Obviously, content overlapped in several areas and the PeopleSoft Education group needed a better way to manage, create and reuse this content.

THE SOLUTION:

The process of replacing an existing revenue stream with a new solution was admittedly a daunting task that would require up to 18 months. After conducting extensive research, PeopleSoft analyzed the data and

ORACLE VALIDATES PEOPLESFT UPK SUCCESS

In November 2005, Oracle Corporation adopted OnDemand Personal Navigator™ as its end user training platform. The decision extends OnDemand Software's PeopleSoft OEM agreement for the platform, which is used by more than 850 of the Global 2000 companies. Based on the success of the PeopleSoft UPK offering, Oracle extended the OEM agreement to make the OnDemand Software technology available to its customers for end user training solutions with the Oracle User Productivity Kit.

Oracle will use OnDemand Personal Navigator to develop an enhanced version of the Oracle User Productivity Kit that will cover all of the Oracle enterprise software product lines. The Oracle UPK will support end-user training with enhanced capabilities for the Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World and Retek product lines. The agreement extends through 2013 and will incorporate future Oracle products.

determined that mature products were available on the market and that building a proprietary solution was unnecessary. As a result of these findings, a formal RFP process was launched to evaluate products from RWD, RoboHelp, Epiance and OnDemand Software.

During the evaluation, PeopleSoft found OnDemand Software's Personal Navigator to be the best product on the market. In side-by-side comparisons, OnDemand Personal Navigator's ability to create content from a single development platform uniquely differentiated the product from the pack. For the first time, PeopleSoft's Education Group saw a way to move beyond creating only training content and evolve into delivering documentation at the same time.

"We provide users with unmatched flexibility in customizing documentation," said Chris Pickett, Chief Strategy Officer, OnDemand Software. "This was a big plus, as well as the fact that our product was already optimized for PeopleSoft applications. In addition, with OnDemand Personal Navigator, plug-ins are not required making it an ideal solution that conforms to PeopleSoft's 'no code on the client' message."

With a solid technology story, the next step was evaluating OnDemand Software as a company. PeopleSoft wanted to partner with an established, reliable company and OnDemand Software provided that kind of stability, along with flexibility in terms of royalties and pricing, as well as the infrastructure

needed to support the partnership.

After a thorough evaluation, OnDemand Software was selected to provide PeopleSoft's new solution – the PeopleSoft User Productivity Kit (UPK), which included a "content developer" module for creating content as well as standard PeopleSoft content. The next challenge was obvious, PeopleSoft's Education Group had to learn the software and learn how to develop standard content to be packaged within the UPK.

BENEFITS ACHIEVED:

The education content development group was up to the challenge. With an average of five developers on the team at any one time, more than 2,512 training topics were created, averaging 23 frames per topic and 418 lessons. Within a nine month period of using OnDemand Personal Navigator, the team produced a total of 57,075 frames – surpassing the expectations of everyone involved in the project.

With OnDemand Personal Navigator's technology, the education content development group was able to rapidly develop content and, as a result, shortened their training content development time by more than 700 percent.

Content development statistics- before OnDemand Software:

- ▶ 80 hours to develop 1 hour of simulation-based training with the core team and with consultants

- ▶ 40 hours to develop 1 hour of live training
- ▶ 10 hours for 1 job aid (industry average)

Using OnDemand Software, the numbers were dramatically reduced:

- ▶ 9.8 hours for a novice to develop 1 hour of content that can be used for simulated training, documentation or support
- ▶ 5 hours for someone with 2 weeks experience to develop 1 hour of content
- ▶ 3 hours for an expert to develop 1 hour of content

With massive time savings in developing content, PeopleSoft's Education Group can now respond to customers with extremely tight timeframes. In addition, OnDemand Software provides business process documentation, therefore training is introduced much earlier in the sales cycle resulting in quicker sales engagements and increased revenue.

PeopleSoft's UPK revenue has grown substantially and customers are more successful with upgrades and implementations. Customer satisfaction is high and repeat purchases are on the rise. In the end, the alignment of a strong PeopleSoft sales force, with a strong technology platform from OnDemand Software, has proven to be a winning combination.