# Unleash the Power of Your Software Investment: Adoption Readiness Tool

Micro Focus® Adoption Readiness Tool (ART) provides an easy and cost-effective way to drive software value realization, improve user adoption, and reduce project risk through the provision of documentation, training, and performance support to the user community.

## Content Development Costs

# 80%
**Reduction in user time spent requesting help**

## Training Time

# 50%
**Reduction in total training time**

The expert-built simulation-based ART courses are easily customized via its powerful single source authoring tool, allowing customer experts to add relevant policies, simply record on-screen activity, and then publish to be accessed by users anytime, anywhere. With ART, users achieve competence considerably faster and make use of more application features, which heightens user productivity, improves end-user satisfaction, and helps maximize organizations' return on investment (ROI).

## Typical Challenges

- Creation of documentation, training, and performance support materials is time-consuming and complex.
- Poorly trained users are less productive.
- Insufficient training leads to high support costs.
- Despite expensive time spent away from the job, training has not brought users to the desired level of competency in the application.

## Quantifiable Business Benefits

### Improve Effectiveness and Productivity
Users work more efficiently—hence are more productive.

### Reduce Cost
Number of helpdesk calls is reduced.

### Mitigate Risk
Takes the risk out of new projects.

## Anticipated Improvements[1]

### Content Development Cost

- Reduction in user time spent requesting help: **80%**
- Reduction in support cost: **71%**
- Reduction in total training time: **50%**

## Proof Points

- KRAFTTRANS creates a central store of corporate knowledge, removing the risk of skills being guarded by individuals while establishing consistent systems and processes, **providing a solid platform for international expansion**.
- Using ART, **Equifax saved 80% of content development time** previously required using legacy methods by leveraging pre-build content and eliminating the need for onsite training, resulting in **significant savings in travel and resource costs**.
- British Sky Broadcasting aims for first-year **savings of £40,000 GBP** with more to come from reduced use of external offsite training courses; reduced resource demands, delays, and logistical costs previously associated with internal education; and **savings of at least 100 man-hours a month** by providing consolidated new product introduction information via ART.

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1  *Efficiency percentages based on "Business Value Model Update and Benchmark KPI Methodology," IDC, H2 2013.*

## Example Business Case

A large IT services company deployed Adoption Readiness Tool to address their need for an effective way to train and enable 10,000 staff members to work more efficiently with their installed software solutions. First, they wanted to reduce the cost to external vendors for producing 40 hours of instructor-led training (ILT) and could not afford the cost of creating e-learning material. In addition, they wanted to reduce the 7,200 annual "how-to" services desk calls costing on average $12.35 USD per call to service, plus the non-productive time of the caller. And finally, after software upgrades they wanted their 600 internal IT staff members to return to full productivity sooner than the current one-week offsite application training. Their solution was to use ART to provide training that could be used in an instructor-led classroom, or could be used for on-demand e-learning—leveraging the ART single-source multiple-output technology.

In this example, build ratio of 1:43 hours is used for ILT and 1:184 hours for e-learning per Chapman Alliance's research. The hourly rate for development of training material, job aids, user guides, etc., is estimated at $100 USD per hour, and average fully burdened salary of IT staff (FTE) is estimated at $44.70 USD per hour ($93,000 USD per year). The following examples use anticipated improvement values from the previous page.

### Reduction in Content Development Cost:

40h x 43 x $100/h x 86% +
10h x 184 x $100/h x 86% = $306k

### Reduction in How-to Support Cost:

7,200 calls x $12.35/call x 71% = $63k

### Reduction in Total Training Time (FTE Unproductive):

600 FTEs x 40h x $44.70/h x 50% = $536k

Using three of the business benefits from page one, cumulative benefits in year one total to $905k.

Assuming an initial investment of $350k, the justification for investment in Adoption Readiness Tool is clear:

- 262% ROI
- $992k Net Present Value (NPV)
- 164% internal rate of return (IRR)
- 8-month payback period

### Micro Focus Offerings

Adoption Readiness Tool is available via flexible offerings to fit different organizational needs.

ART can be purchased in two ways:

- On-premise software solution
- Hosted digital learning by subscription or workshops for customers to quickly become self-sufficient in creating, editing, and publishing ART, or ART content design and development services

### Do You Know?

- According to IDC research,[2] 80% of IT managers recognize that effective training is critical to the success of IT.
- Studies show that training on software applications cannot just be "point in time" when going live. In order to be successful, users must be allowed to have easy access to enablement and integrated learning while doing daily tasks.

**Learn More**
**www.microfocus.com/software/art**

2   "Worldwide IT Education and Training 2013 Vendor Analysis," Cushing Anderson, IDC MarketScape, #239139, January 2013.
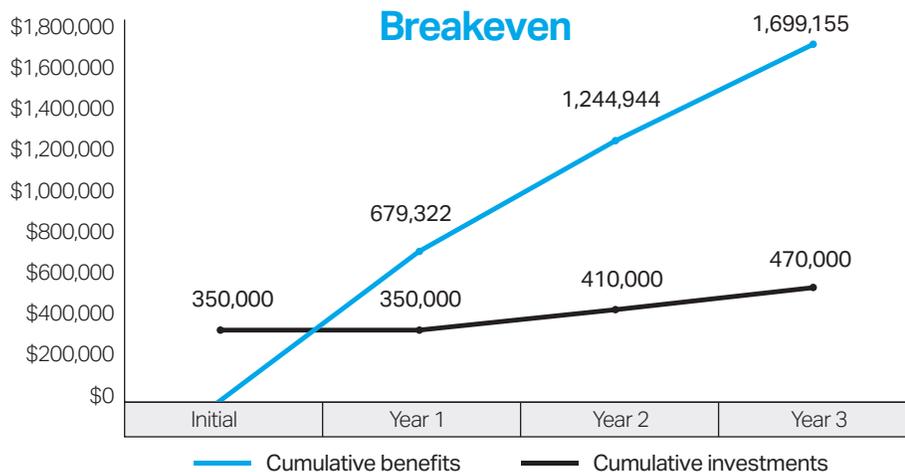


**Figure 1.** Breakeven graph

[Breakeven graph showing Cumulative benefits (blue line) and Cumulative investments (black line) across Initial, Year 1, Year 2, Year 3. Cumulative benefits: 350,000 (Initial), 679,322 (Year 1), 1,244,944 (Year 2), 1,699,155 (Year 3). Cumulative investments: 350,000 (Initial), 350,000 (Year 1), 410,000 (Year 2), 470,000 (Year 3).]

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