KNOA™

Knoa User Experience Management Solution Brief

Business-Driven User Experience Management

Improve Business Results by Boosting User Efficiency

Summary

Knoa User Experience Management (UEM) provides full visibility into users' interaction with your organization's enterprise software and drives increased adoption, optimizes workforce efficiency and streamlines business processes. Knoa UEM monitors and measures employee behavior from the desktop perspective. Knoa provides actionable insight to identify complexities within key business functions and deliver a roadmap to enable more productive, responsive, and engaged users.

Business Goals

- Drive maximum adoption and effective use of your enterprise software applications
- Separate real problems from subjective opinions and make data driven decisions
- Improve users experience (UX) by understanding interface complexities and simplifying UX
- Automate functionality to improve services and reduce costs in your support center
- Boost technology proficiency by developing a targeted training plan

Business Benefits

- Maximize ROI on your technology investments
- Promote excellence in the execution of critical business processes
- Reduce the overall cost for user training
- Create executive-level insight into application adoption
- Ensure policy compliance is enforced and monitored
- Minimize business disruption and enable IT to proactively serve the business community
- Develop more productive and satisfied end users

Key Features

- **Comprehensive workflow monitoring** – See how users are actually working within your applications
- **Contextual information on causality** – Gain insight into issues from the user's viewpoint
- **User errors** - Clear identification of training needs; pinpoint ways to improve efficiency and facilitate adoption
- **Automatic baselining** – Improve Change Management progress by reaching out only to user communities that are effected by a change
- **Interface complexity** – Roadmap and validate your UX approach to drive efficiency and adoption
- **Alerting** – Real time alerting to address issues before they impact business
- **Executive dashboards** – Measure the economic impact of user and system errors for any business process.

Find Out More

Contact Knoa Software at info@Knoa.com or visit us at www.knoa.com.

Aligning people, processes and technology with strategic business initiatives is a goal every organization aims to achieve. But how do you create a highly-engaged workforce and realize the monetary benefits that come from providing an enriched end-user experience?

The answer is, focus on your company's most strategic asset: human capital. Although systems and services are necessary to support a global enterprise - your people are essential to achieving success.

By understanding how your employees interact with their core business applications, you will be able to gain valuable performance insights that make it easier to identify and replicate best practices across the workforce. Evaluating user activity helps detect process bottlenecks and inefficiencies, as well as possible compliance violations and other value leaks. And by tracking practices before and after process improvement projects, the impact of HR, training, efficiency and collaboration efforts can be effectively measured.

Knoa UEM accurately measures how users execute processes within your enterprise software applications. Data is collected, consolidated and sorted based on custom user attributes such as user's functional role and location. Comprehensive reports and alerts provide actionable insight into user performance and address questions like:

• Which applications are being used efficiently?

• Am I losing money due to productivity loss?

• How can I increase adoption?

• When will I see the ROI expected from my enterprise investment?

• How can you acquire the concrete facts needed to separate real problems from subjective opinions and take corrective action?

Knoa UEM helps you better understand how people really work. With no impact to the end user, you can investigate which transactions and screens they use, how long they spend on each, the errors they encounter, and how they sequence their tasks.

Knoa UEM captures the real user experience directly from the end-users' environment. This out-of-the-box readiness means:

• No scripting or coding is necessary

• Installation is super simple

• No changes to your application are required, making it scalable and affordable

Knoa UEM's unique innovative design allows the application to auto discover all transactions, standard or custom, across the solutions your users access. The application then tracks actions they take when executing each transaction, along with any performance issues they experience – or create – along the way.

In addition to gathering information from the user community, Knoa UEM provides functionality to aggregate the input and help you analyze it. You gain executive insights at the highest level, as well as problem-solving detail at the lowest level. You can generate reports on various work streams within your company, including:

• Line of Business

• Help desk/user support

• Application support and development

• Change management

Automate the Collection of Productivity Metrics

Until now, the creation of business execution metrics has involved such time-consuming tasks as running surveys, setting up monitoring laboratories, and tracking calls to the help desk. But these traditional tools are only reactive and don't measure actual user experience. Knoa UEM provides specific metrics to see if user's experience is pleasant and productive:

• Are employees executing transactions effectively?

• Do we need to improve the user interface (UX) and make it simpler to use?

• Are they following the steps prescribed by best practices in their day-to-day execution of critical business processes?

Use the Insight to Improve Performance

With Knoa UEM metrics, you can identify training opportunities and operational adjustments to improve performance and fine-tune business processes. And the solution is fully compatible with global privacy regulations through product configuration which can be applied during implementation.

In short, Knoa UEM provides the knowledge you need to optimize the performance of both the software itself and the people who use it—every process, every time.

Address Performance in All Stages of the Life Cycle

The typical IT landscape has applications in various stages of the lifecycle at any given time. Some teams are launching new functionality while others are looking at upgrades. Still others focus on sustainability and total cost of ownership. Knoa UEM provides specific insights and benefits for each of these lifecycle stages.

With **new implementations**, Knoa helps you measure user effectiveness, quality assurance, training progress, and users' skills in new transactions while the functionality is still in pre-production. This ensures that each transaction is ready for users when you go live, minimizing the number of adoption issues, ensuring users' readiness and enabling maximum system acceptance.

For your **upgrade teams**, insight begins with the analysis of the functionality users are actually leveraging in the current production environment. You may find that costly customizations are obsolete, or the system isn't used in the way it was designed to work. Insight into ways your applications are used in today's version can greatly simplify the planning for an upgrade. You can identify issues based on comparison to prior performance and execute corrective measures simultaneously while bringing the upgraded application into production.

When organizations are in **"run" mode**, reducing help desk, training, and IT support costs as well as labor costs are the primary goal. With Knoa UEM, team members can ensure users meet current training and execution requirements. To address concerns about knowledge transfer in environments with significant employee turnover, sustainment teams can identify specific areas where new hires need remedial training. This lowers your risk of performance degradation in complex transactions even when the makeup of your workforce undergoes rapid change.

Tally the Benefits

With Knoa UEM, help desk teams have global error-tracking mechanisms to help them understand the impact of application and system issues and proactively avert impediments to efficiency.

Proactive intervention has resulted in up to **50% reduction** in user errors.

Application performance teams have comprehensive metrics of actual end-user response times for all transactions, for all users, in all locations, at all times, so they can quickly address reports of slow processing. Help desk personnel have immediate visibility into actual user interaction with the application before, during, and after each transaction, so they can easily resolve issues with minimal disruption.

Reductions of up to 70% in support calls have been reported using Knoa UEM.

Training organizations can pinpoint which specific application areas – and even which specific users – can most benefit from additional education. Application and process engineers can spot cumbersome workflows that affect user satisfaction and efficiency.

And what value does Knoa UEM offer your executive team? The CIO will have comprehensive insight into application usage and performance to drive intelligent decisions about where to deploy IT resources. Line-of-business executives have actionable information to significantly improve the efficiency of critical processes to expedite transactions, drive user adoption and ensure compliant and effective use of applications, whether new, maturing, or mature.

In summary, Knoa UEM enables:

- Increased user productivity and simplified processes

- A significant reduction in the number of IT support issues

- Improved visibility into employee compliance when executing critical business processes

- An energized, effective and more engaged user community

Find Out More

To explore how Knoa User Experience Management can help you boost productivity and streamline operations, contact us at info@knoa.com or visit us at www.knoa.com

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