

SERVICE OVERVIEW

User Adoption Solution FasTrak

The best onboarding experiences are user-centric, personalized, interactive, and continuous



A quick and clear answer to “what’s in it for me?”



Impress users with beautiful design, responsiveness, and AI-based insights



Faster grasp of concepts via experiential learning



Full control over content and brand awareness

Quickly and clearly demonstrating value and answering the “what’s in it for me” question for staff during a transition to new software is critical to deriving maximum return from investments. However, many organizations don’t have the resources or expertise necessary to build effective training programs to establish the new tools with their user base.

OpenText™ Learning Services helps your organization get employee buy-in, acceptance, and user adoption.

OpenText experts will work with your staff to produce sustainable, completely customized eLearning modules designed to accelerate user time to value. The modules will reflect your corporate identity and include premium features, such as hands-on exercises, digitally rendered life-like presenters, and a responsive design interface.

What’s included:

- A modern, responsively designed eLearning course
- Hands-on exercises that simulate the real application
- Five key topics as modular lessons, up to 30 minutes in total
- Knowledge assessment quizzes
- Terminology and resource section
- Design that reflects your user interface and business language
- Ability to determine your deployment channel
- Unlimited distribution to your user community

"With OpenText Learning Services, we were able to deploy state-of-the-art learning technology to our audiences worldwide and positively engage them in a new way of working. The collaboration was effective and rewarding, the learning content interactive and fun. Many users rate it 5 out of 5 stars!"

Ellen Sand
Implementation Lead at TechnipFMC

For more information:

Visit opentext.com/learning-services/user-adoption or email training@opentext.com.

Our methodology:

- **Design and storyboard:** OpenText learning experts use proven blueprinting and storyboarding methodologies in a workshop environment. They will coach your staff in adhering to your corporate identity, collect assets, incorporate culture, and define objectives. The result will be a clear blueprint for business owners' and users' approval and a storyboard to guide development.
- **Review and evaluate:** During each major project milestone, feedback is solicited from business owners and key users. Revisions are made to reflect that feedback.
- **Development:** Our team builds the eLearning modules using current technology such as advanced graphics, text-to-speech engines and digitally rendered avatar creation. Note that development software is not included in this offering and must be purchased separately.
- **Maintenance:** Over time, application use cases will change. We'll conduct an eLearning workshop to ensure you are set up for future success. This workshop will show you how the eLearning was developed, as well as how to maintain existing content or add content.
- **Deployment:** We'll make sure you can deploy the course via website, intranet, or learning management system.

Additional options

- Increase number of modules or use cases
 - Translate into additional languages, inclusive of audio and closed captioning
- * A great range of languages is supported, please contact us for details.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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