

Effective Training Content Development: A Case Study

How Aetna delivered Policy and Claims processing related information to its Employees, Providers, Members & Customer Support

Electronic Performance Support System

- Suitable for End Users to Rapidly Distribute Content:
- Live 'in-application'
- Context-Sensitive
- Independent &/or Legacy Content
- Epiplex500 Generated Content

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Effective Training Content Development: A Case Study

The Business Problem

Aetna, as a leading insurance provider wants to stand out in the competitive insurance industry by providing superior customer service and support. It has a strategic need to deliver policy and claims processing related information in a timely, efficient and cost-effective manner to its employees, providers, members and customer support.

Aetna's claims systems had been evolving rapidly from "green screen" mainframe terminals to GUI-based systems, and more recently to web based applications. Aetna's training programs struggled to keep pace with the rapid change of systems. The traditional method of web-based simulations was time consuming and required tremendous manual effort, time and cost.

With the need to equip employees on critical tasks, Aetna began developing performance support tools which were either process-driven or informational in nature, with the former being typically more complex. Aetna then licensed **Epiplex500**, the *Process Improvement Tool*, as one of its primary process-driven tools.

The Solution

Aetna used Epiplex500 to develop content for training; subject matter experts captured the best practices in business processes, developed simulations and documentation, rapidly. Since Aetna had innumerable tools in use, their sheer number had become unmanageable and added to the complexity for the learner. So then Aetna licensed **EPSS 500** – an *Electronic Performance Support System* – to manage the learning tools and simplify the process. **EPSS 500** provides context-sensitive information while the learner is in the application and opens tools only appropriate to that section. An interesting and very helpful feature is the 'cue card' which brings up a list of tasks required, and as the user completes each step, it's checked off in the list.

"We were immediately impressed by the ease and speed with which we could produce web based simulations for use across the network."

David Ulm,
Project Manager, Aetna

Simulations that take a flash programmer 12-20 hours to produce, took only **10 minutes** with Epiplex500.

There was an **80% reduction in time and costs** for training content development and documentation.

About the Solution: Epiplex500 Enterprise

Epiplex500 is a systems knowledge, training and process improvement tool. This application enables the capture or recording of user actions on mainstream Windows, Java, Green Screen applications and others including IE browser based, SAP, Oracle, MATLAB, PeopleSoft, CAD (CATIA, UGNX, etc). The recorded sequences of events are transformed into individual steps with descriptions and images which can be obtained in a variety of desired interactive simulation, eLearning, training and document types.

About the Solution: EPSS 500

EPSS 500 is the *Electronic Performance Support System* that provides context-sensitive Epiplex500 generated content – Cue cards, Simulations & documents - live in the application to all end users across the organization. It can also provide a broad array of External documents (single files) - Independent and/or Legacy. Information relevant to the pertinent application opens up to aid the user in the business process. It also provides a list of tasks, which are ticked off once the user completes performing them.

Results

With Epiplex500 the results were outstanding, simulations that take a flash programmer 12-20 hours to produce, took only **10 minutes** with Epiplex500. This is due to the immediate and ongoing capture which keeps pace with core system changes without increasing costs. Development of simulations is completely automatic and involves less effort and costs than the conventional simulation development method. Aetna realized **80% reduction in time and cost** for developing training content and documentation.

About Aetna

Aetna, a diversified health care benefits company, serves its members with information and resources to help them make better informed decisions about their health care. Aetna offers a broad range of traditional and consumer-directed health insurance products and related services, including medical, pharmacy, dental, behavioral health, group life, long-term care and disability plans and medical management capabilities.

It offers a wide array of programs and services that help control rising employee benefits costs while striving to improve the quality of health care.

Our History

Epiplex500, an award winning technology, has been in the market for the last 16 years enabling customers to capture or record business processes on Mainstream Windows, Java and Green screen applications. Customers are able to generate Automated Documentation & Interactive Simulations.

Epiplex500 also offers the ability to rapidly create e-learning objects and delivers fast context sensitive Live 'in-application' Desktop support (EPSS 500). Further modules of Epiplex500 product suite allow customers to benchmark, measure and analyze performance in order to build Performance Improvement Solutions. Epiplex500 has a global reach through its extensive network of partners. Its modular packaging, comprehensive output options and competitive pricing makes it a leading provider in knowledge capture & transfer, Business Process Support and organizational learning.

Epiplex500's marquee global customers come cover a broad range of industry, government and commercial sectors, including Accenture, Carnival Cruise Lines, Capgemini, Hewlett Packard, Hitachi Engineering, Suzuki Motor Corporation, Honda R & D, Samsung, the United States Department of Justice, the Australian Department of Defence plus many local and regional agencies.

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