

Facilitating User Transition – EPSS 500: A Case Study

*Development of multi-modal training & provision of
Live 'in-application' end user support*



**epiplex
500**

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Facilitating User Transition – EPSS 500: A case study

The Business Problem

The Australian Department of Defence required their personnel to be fully trained and supported post training of an upgrade of their financial information management system, ROMAN (Resource and Output Management and Accounting Network), from SAP 6.2/6.4 to SAP 7.0. The upgraded system would enable tracking of millions of financial transactions and reporting to international financial reporting standards.

Catalyst Interactive, our partner, was given this task of facilitating user transition because of its successful record of creating and deploying large scale training solutions.

The Solution

On behalf of the Department of Defence, the learning and content development team at Catalyst Interactive evaluated a range of products that were considered to be the best available options for the capture and development of multi-modal training materials on the SAP platform.

Epiplex500 Advantage

The products evaluated, barring Epiplex500, were not considered as they – were too expensive, presented difficulties in creating multiple outputs, did not provide live in-application support or cue cards to end users post training, and did not offer scalability.

Electronic Performance Support System (EPSS 500)

Primary amongst numerous key differentiators were its ability to provide a robust collaborative development environment through ERMS (Enterprise Repository Management System), the generation and deployment of live 'in-application' contextual end user support - cue cards, documents, simulations, etc. – through the EPSS server and the rapid content development cycle facilitated by Epiplex500.

“Epiplex500 staff has worked long hours to assist the Catalyst Interactive team through the implementation of product customizations and provision of product support in order to ensure project deliverables met both the demanding deadlines and high standards required.”

Kate Barsby
Training Materials
Project Lead,
Catalyst Interactive Pty Ltd

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

“The project has achieved outstanding results with **5000 user** trained online in a record 6 weeks with 29,000 on-line hits on all the courses.”

Greg Barsby
General Manager Operations
Catalyst Interactive Pty Ltd

The Catalyst Interactive team was able to generate outputs for over 300 processes in 2 days using **EPSS 500**. They produced 30 hours of (system simulation based) eLearning and developed SAP online help transactions. Since the eLearning deployment on the Defence Restricted Network, over **30,000 course completions** have been registered, with each user completing all system simulations to the required 100% accuracy. End users have been successfully trained in all major centres across Australia, as well as Iraq, Afghanistan, Malaysia and numerous other locations involving deployed ships and Defence units. Live ‘in-application’ support has been deployed to **5000 end-users** across the Defence Restricted Network, who are now supported by a repository containing Cue Cards, Quick Reference Guides and Simulations for over 400 SAP transactions.

About Catalyst Interactive

Catalyst Interactive is a market leader in the analysis, design development and delivery of innovative learning and performance solutions that consistently and effectively deliver skills and knowledge at the point of need. It has the flexibility and scalability to deliver solutions to suit any organization, irrespective of size or sector. Catalyst Interactive is headquartered in Canberra, Australia. The company employs 50 people and has offices in Australia, North America and Europe.

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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