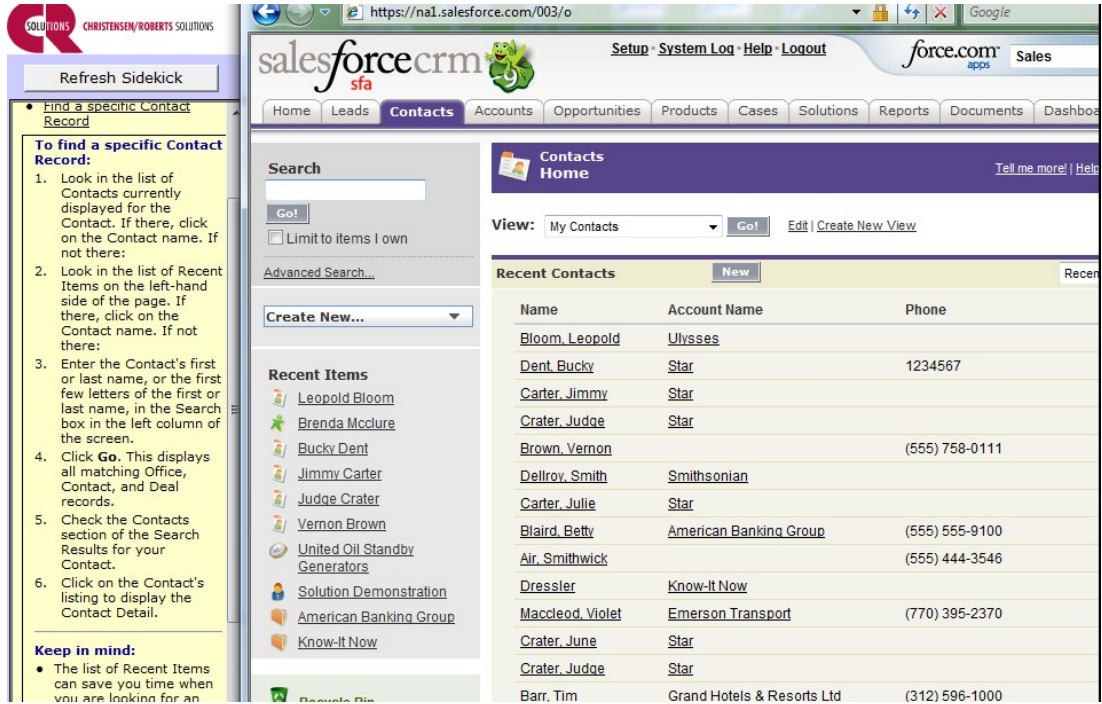


QUICKSUCCESS Sidekick

Assembles...	Into one platform that...	
<ul style="list-style-type: none"> • Step-by-step instructions for completing every key task in the application. • Best Practices, Successful Strategies and Business Rules for your unique workflows. • Multiple media support (text, audio, video, animations) as appropriate. • Links to relevant company resources: <ul style="list-style-type: none"> ○ Documents ○ Intranet and Internet sites ○ Data sources ○ Glossaries and other references ○ Labor-saving tools and applications • Latest job- and company-related news and updates: <ul style="list-style-type: none"> ○ Alerts ○ Changes to policies and flows ○ Revised strategies • Social and collaborative learning networks: <ul style="list-style-type: none"> ○ Links to discussion forums/wikis ○ Tools for employee feedback on process and procedures • On-going personalized messages: <ul style="list-style-type: none"> ○ Recorded audio/video comments and suggestions by peers and experts 	<ul style="list-style-type: none"> • Syncs with one click to the page or task the user is currently working on. • Aligns application tasks with workflows and company and user objectives. • Delivers precise coaching precisely when needed. • Enables collaborative customization, expansion, and easy updating by stakeholders. • Minimizes IT involvement.  <p>The screenshot shows the Salesforce CRM interface. On the left, a 'Refresh Sidekick' button is visible. Below it, a sidebar titled 'Find a specific Contact Record' contains a numbered list of instructions for finding a contact. The main content area shows the 'Contacts Home' page with a search bar, a 'View' dropdown set to 'My Contacts', and a table of 'Recent Contacts'. The table has columns for Name, Account Name, and Phone. The 'Recent Items' section on the left lists various items like 'Leopold Bloom', 'Brenda McClure', etc.</p>	
So you can...		
Triple performance effectiveness in half the time for half the cost		
<ul style="list-style-type: none"> • On-boarding time: down 30 - 40% • Overall on-boarding cost: down 40 - 50% • Formal training time: down 50 - 75% 	<ul style="list-style-type: none"> • Support costs: down 30 - 40% • Errors: down 20 - 30% • Refresher training time: down 80 - 95% 	<ul style="list-style-type: none"> • Task-completion time: down 35 - 50% • User acceptance rates: up 35 - 50% • Effective utilization: up 40 - 50%