



Empower Your Users

The RWD Learning & Performance Platform

Transforming the employee performance eco-system



Employee and business-process performance have never been more crucial. How well your employees utilize your business systems and processes is a key contributor to success in these challenging times. A lot is riding on their performance. Assessing their performance, developing programs for learning and support, and deploying enterprise-wide used to be costly and time-consuming. But now your organization can take control of the entire learning and support process like never before – efficiently, economically, successfully. The solution is RWD's best-of-class Learning & Performance Platform.

The RWD Learning & Performance Platform is a suite of three complementary applications that will transform the way your organization manages learning and performance support.

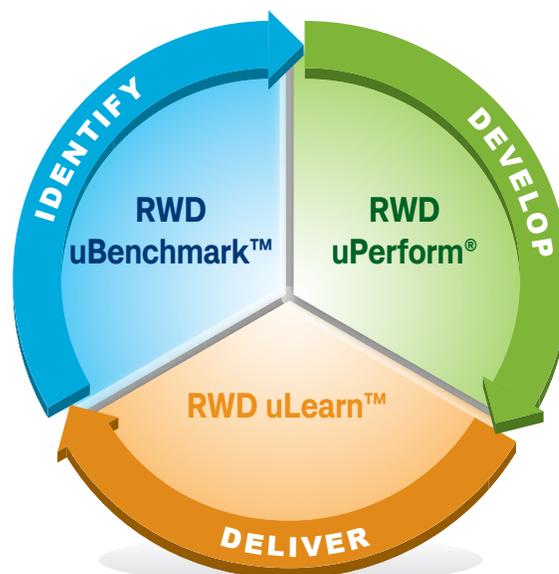
- **RWD uBenchmark™** tracks and analyzes application use and user performance – identifying learning and support needs and opportunities
- **RWD uPerform®** facilitates the rapid development, deployment, and maintenance of content to support employee learning and performance
- **RWD uLearn™** distributes and manages learning assets and activities across the enterprise

The Platform enables subject-matter experts and business stakeholders to immediately recognize the business value of the platform and easily master its robust functionality. In fact, it changes your entire learning and support eco-system by harnessing the talents of your top performers.

The RWD Learning and Performance Platform significantly reduces the time and expense related to employee adoption, proficiency and excellence with their learning needs. Using the combined capabilities of the RWD Learning & Performance Platform, you can implement, deploy and maintain a learning and performance strategy that matches the conditions of the business environment and helps drive optimal performance. After your RWD Platform launch, you'll never want to go back to the old, slow, costly ways of building and managing your learning and support content.

Features

- **Measure Performance** – Look at actual usage data to find out how well employees perform their everyday tasks. Gain insight into the business applications that are used most often, and most effectively. Find both inefficiencies and best practices in your organization.
- **Help Your Users** – Show your employees the right way to perform their tasks with high-quality, web-based learning content – all quickly and easily created by your own authors. Provide the help employees need, when they need it most – while they're "on the job".
- **Unleash Your Collective Potential** – Build company-wide support for your business applications and processes through simple and effective collaboration. Discover how allowing employees to share insights and information with each other can uncover best practices and improve overall performance across your organization.
- **Encourage Continuous Learning** – Encourage lasting performance improvement by allowing employees to learn all facets of their jobs. Create a simple, structured learning environment that lets employees acquire new skills and prove their proficiency.



Application	Usage	Duration	Launches	Users	Sessions
Microsoft Word	1	4	125	19,200	98,000
Microsoft Excel	2	20	2,000	30,700	150,000
Microsoft Outlook	3	20	2,000	30,700	150,000
Microsoft PowerPoint	4	3	300	4,500	22,500
Microsoft Access	5	1	100	1,500	7,500
Microsoft OneDrive	6	1	100	1,500	7,500
Microsoft Teams	7	1	100	1,500	7,500
Microsoft SharePoint	8	1	100	1,500	7,500
Microsoft Dynamics	9	1	100	1,500	7,500
Microsoft Project	10	1	100	1,500	7,500

Representation of application usage data

RWD uBenchmark™

IDENTIFY

RWD uBenchmark™: For a Real Understanding of Business Application Performance

You may know exactly what you've invested in your enterprise's business applications. But do you really know how well your employees are using them? Are your business applications as vital and efficient as they should be? Do you know if the investment is paying off? Do you have objective data? When you understand this information more clearly, you have the power to make targeted, informed business decisions . . . to optimize employee proficiency . . . to improve the ROI on your software investments. RWD uBenchmark gives you the information you need to achieve this higher level of understanding – the clear view that allows you to optimize the performance of your systems and your people.



Graphical representation of average duration per launch

RWD uBenchmark collects data on how each employee uses their business applications every day. This information is then transferred to RWD uBenchmark web-based dashboards, where managers and decision-makers can determine staff proficiency; levels of application use and compare this across various time periods. They can identify areas of weak (or strong) performance . . . whether or not applications are performing as promised . . . and determine further needs or changes. With RWD uBenchmark you can assess entire organizations, individual employees, or anything in between. RWD uBenchmark reports on the usage of Microsoft® Windows®-based software, web applications, as well as popular enterprise applications.

RWD uBenchmark provides data to support analysis of:

- Business system adoption and usage
- Duration of interaction
- Business process compliance
- Application response time
- Employee support and learning requirements
- Comparative analysis across groups and time



Graphical representation of application launches

By accessing precise metrics, RWD uBenchmark can help save you time and money. It can also:

- Flag issues before they cause real problems
- Reveal employee or system inefficiencies
- Identify star performers who can establish benchmarks and best practices
- Assess the efficacy of learning and performance support

Without the power of RWD uBenchmark, your view of your business environment and applications is subjective. RWD uBenchmark gives you wide-angle perspectives or microscopic details. It can lead to optimized strategies for managing your extremely important resources.

A screenshot of the "End User Settings" page in RWD uBenchmark. It displays a list of user settings for a specific user, including fields for name, email, and various application-specific settings. The settings are organized into sections and include checkboxes and dropdown menus.

Representation of user settings including user identity

RWD uPerform[®]: Enabling Individual Performance and Team Success

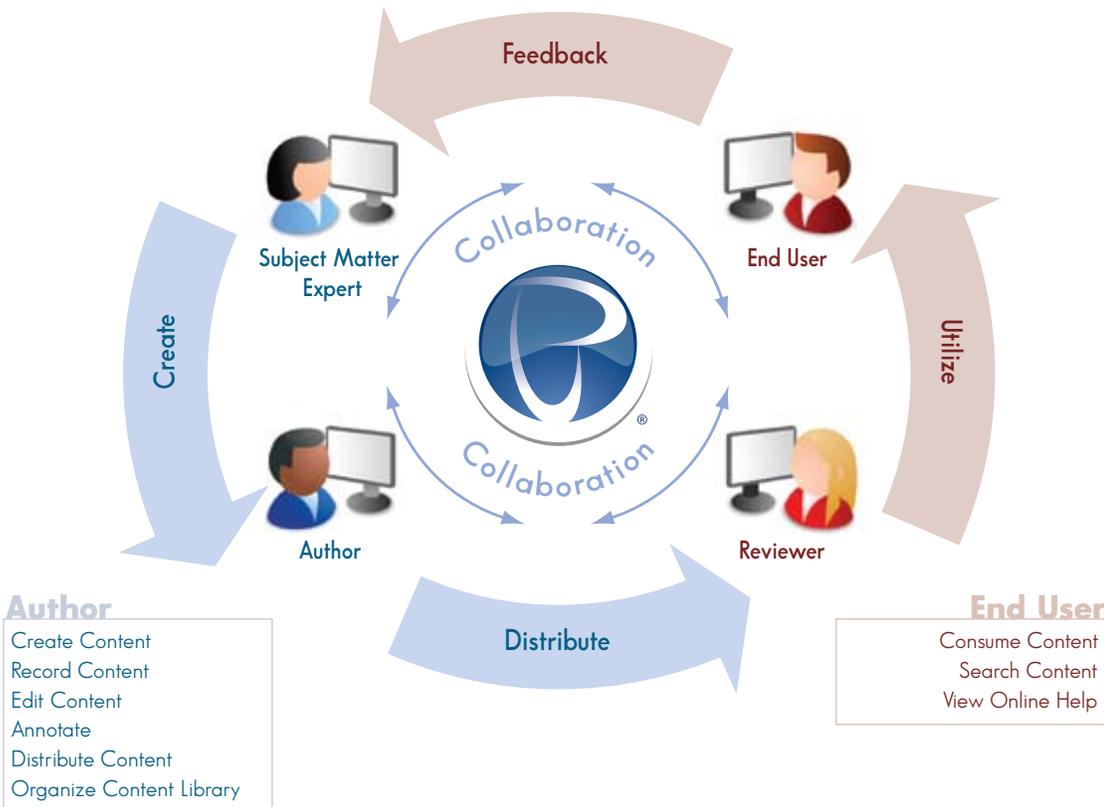
Creating high-quality learning content and online help materials has tended to be costly and time-consuming. RWD uPerform changes all that, simplifying and streamlining the process. RWD uPerform authoring and content management tools let your employees take charge by easily creating, editing and publishing high-quality learning and support material. No specialists are required.

It works like this: Your own business expert (perhaps one of the star performers discovered by RWD uBenchmark), starts the RWD uPerform recorder and works through a task on their desktop. uPerform records every step. Your author-expert then can add notes, tips, and explanations, and send it to the RWD uPerform server. RWD uPerform routes the content through a workflow so that all necessary reviewers can approve the content. When everyone is satisfied, the content is published as a web-ready document and simulation for your end users.

Using XML-based content creation, management and distribution, RWD uPerform can serve virtually any training or support function required by your business applications – in any of 30 different languages. Your RWD uPerform teams can quickly produce the eLearning courses that your employees need, in a consistent style that’s polished, professional and effective. On-the-job performance support is just as easy to create and distribute. Whether an employee needs real-time context-sensitive help, or wants to learn a task using a simulation, RWD uPerform is just a few clicks away. Its collaborative functions promote conversations among authors, reviewers and users. This assures that continuous learning-and-support improvement can occur throughout an application’s life cycle. And for the RWD uPerform administrator, managing the system couldn’t be simpler.

As fewer and fewer organizations can afford specialist content creators, drawing on in-house talent will become ever more vital. RWD uPerform allows you to harness the skills and insights of your top users to raise the performance levels of everyone else. Whether your enterprise is large or small or somewhere in between, RWD uPerform can provide you with the high-quality content your employees need to succeed in today’s business environment – with an ROI that you’re sure to find appealing.

RWD recognizes that business transformations do not stop after implementation and that success is driven by providing solutions that enable end users to do their jobs better.





RWD uLearn™: Streamlining the Challenges of Learning Management

Whether your organization has one hundred employees or many thousands, you've undoubtedly built up a library of training content. Managing and distributing this content can be complicated and frustrating. Ideally, you would like to integrate it seamlessly and consistently into your business across your enterprise, but the challenges and costs seem daunting. You just need a way to catalog, deploy and track all these learning assets and activities. Those are exactly the kinds of issues that RWD uLearn can address.

The RWD uLearn learning management system (LMS) puts all your learning content (including your RWD uPerform courses and simulations) in one place... to create an all-inclusive library... to distribute it throughout your organization... and to target it precisely to those who need it. Amazing as it sounds, your uLearn system can be up and running in just a matter of days. Moreover, with RWD uLearn, the time and resources it takes to deploy and manage all of your learning activities are greatly reduced. It also allows you to efficiently repurpose and redistribute content — whether internally for employees or externally for customers and partners. RWD uLearn has been designed to:

- Create and manage multiple courseware catalogs
- Manage instructor-led events, online courses, and assessments
- Establish role-based training plans
- Track completions and assessments
- Turn your content into a revenue stream via eCommerce transactions
- Leverage your RWD uPerform generated courses and simulations
- Provide the flexibility and scalability to meet any learning requirement

For every learner — employee, manager, administrator — RWD uLearn makes learning go smoothly and enjoyably. In a few quick steps, the manager can select a course and enroll his employees. Reporting on their progress is just as easy. And for the administrator, once your catalogs and groups are established, the process almost goes on autopilot.

There are a lot of systems to choose from, but if your organization is looking for a solution that is effective, quick to implement, easy to use and manage, highly scalable and adaptable, and extremely cost-effective... Then you should be looking at RWD uLearn.

RWD Learning & Performance Platform: Your Complete Solution

Each of the RWD Learning & Performance Platform applications can be used alone and provide valuable functionality and excellent outcomes. But the value created by implementing all three applications working in tandem amounts to significantly more than the sum of their parts. It's a complete solution. RWD uBenchmark identifies and reports on employee and application performance in micro views, macro views and everything in between. After turning that data into information, RWD uPerform is used for rapid in-house development of the high-quality content and assets that best support employee performance. RWD uLearn leverages RWD uPerform content, and other sources of training materials, quickly and easily delivering it to learners and managing all learning activities.

With automated data collection, you'll no longer have to employ costly labor to subjectively collect and make sense of employee and application performance. With real-time content development and maintenance, you'll shrink costs and employee time to competence. With the Platform's rapid and diverse deployment methods, you'll realize significant savings by the easy repurposing of your assets. Having access to leading-edge learning management and reporting tools translates into further cost savings. Quite simply, the RWD Learning & Performance Platform has it all.

Whether you require just a little support or a comprehensive partnership — RWD's expert team is there to make sure you get the most from your Platform investment. Over 2,000 current customers and 10 million end users can attest to the fact that RWD's applications and people do the job... and do it well.

To find out more about the RWD Learning & Performance Platform, contact us at info@rwd.com or visit our website www.rwd.com.

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The value that the RWD Learning and Performance Platform provides can be realized in increased employee performance, improved business performance, and significantly decreased expenses related to learning and performance management.