



## RWD uBenchmark™

Assess  
User  
Effectiveness

RWD uBenchmark™



You have done everything right in choosing your enterprise software and educating your workers to leverage the power it was designed to deliver. Given today's economy, it is more important than ever to proactively address performance gaps and continually monitor your systems and focus your efforts on the processes that need the most help.

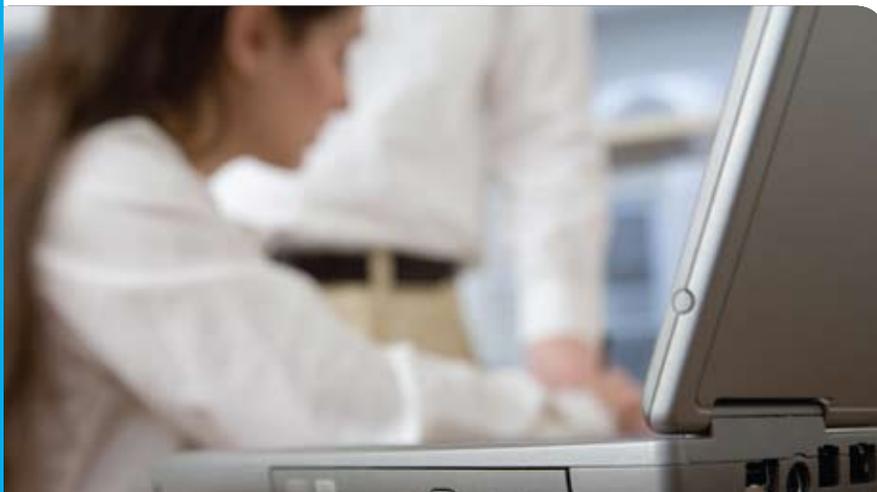
Get the big picture on performance with RWD uBenchmark™ — and gain insight into how your people interact with your business applications, regardless of their location. Armed with this detailed analysis, you can take the right steps to optimize the performance of your systems and your people.

RWD uBenchmark delivers:

- Greater operational efficiencies to achieve ongoing ROI.
- A proactive approach to problem solving by highlighting issues before they escalate into costly problems.
- A rapid means of revealing inefficiencies in employee or system performance.
- Detection of the best performers.
- Diagnostic reporting that targets specific training and performance support for each employee and business unit, based on application usage.
- A view into the usage of your application environment.

### Key Advantages

- Collects and reports performance data about virtually all Microsoft® Windows®-based applications.
- Provides detailed information on application usage down to the data entry level.
- Allows for customization of data collection capabilities.
- Dashboard reporting oriented to the unique needs of your business and key stakeholders.
- Robust and flexible access to your data, supporting deeper analytics.
- Replays of the user experience.
- Allows visibility to user information as required.
- International user interface.
- Allows tagging groups of data points to provide contextual information.





## Strategic Perspective

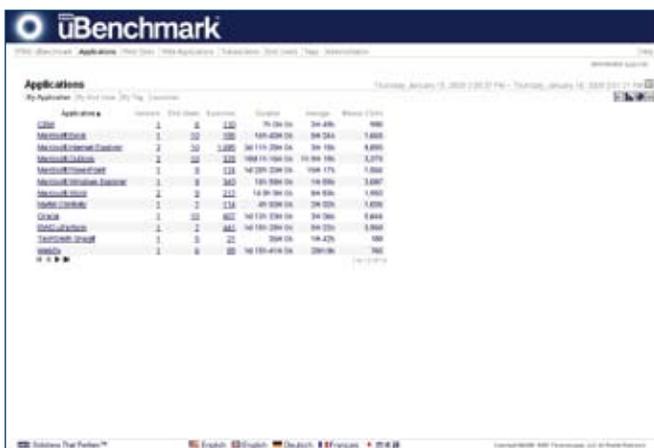
A powerful software tool, RWD uBenchmark is used to support a sustainment strategy that includes the collection and analysis of data points delivered by workers interacting with their enterprise applications. RWD uBenchmark's dashboards provide insight into the application and business process adherence. This information is vital in determining the correct strategy for enhancing business processes and addressing performance gaps.

## Informed Analysis

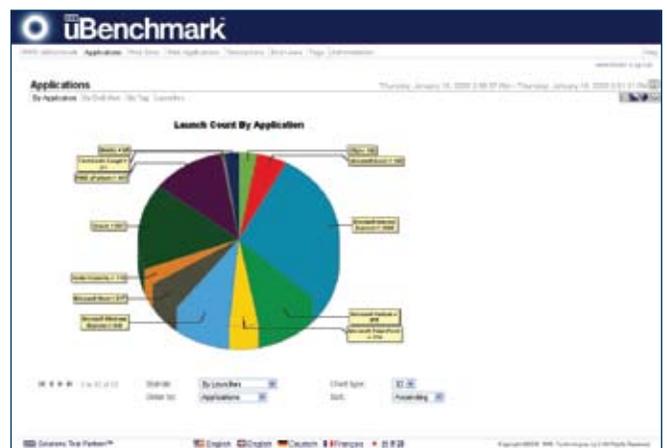
With one glance at the RWD uBenchmark dashboard, your managers can see how efficiently their staff is completing business processes, and how frequently and long applications are being used. By analyzing and evaluating this data in terms of corporate expectations, managers can:

- Determine where additional performance support, training, and IT involvement are needed.
- Evaluate whether a business application is, in fact, delivering as expected.
- Ability to correlate user demographics and usage details.
- Assess the need for additional business tools or workflow changes to improve business performance.

By providing precise metrics on employee performance, RWD uBenchmark helps you realize and maximize your software investment, saving both time and money.



Representation of application usage data



Graphical representation of average duration per launch





## Your Challenge

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### Complex and Diverse Business Applications

You invest millions in business applications with the potential to transform your business. The possibilities for increased efficiency, improved workforce performance, and greater profitability are limitless. Your employees need ongoing performance support in order to use these applications effectively and adjust how they work when business processes change.

### Business Process Consistency

Your organization is required to follow identical workflow processes around the globe. Your employees need to follow a consistent set of business processes in every location.

### A Rapidly Changing Workforce

Your workforce changes almost daily with new hires, new initiatives, and new opportunities. To better orient employees, train mobile and geographically dispersed workers, and ensure knowledge exchange among generations, cultures and locations, you need a solution that provides user performance analytics on your business applications.

### Identifying Best Performers

Identifying high-achieving users who perform beyond expectation usually occurs by word of mouth, making it difficult to define and emulate their actions and processes.

### User Identity

Your organization would like to collect user data for overall business performance analysis without identifying the user.

## Our Solution

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**RWD uBenchmark** provides comprehensive, objective data about user and system performance so you can target investments exactly where needed for employee learning, performance support, and business processes.

**RWD uBenchmark** provides a view into process adoption by displaying counts of transactional processing, errors and success rate. This combined with the ability to combine counts in the dashboard allow you to compare data across user groups.

**RWD uBenchmark** provides a consistent, ongoing overview on employee performance with business processes so that you can identify performance gaps before they become costly problems and make changes efficiently.

**RWD uBenchmark** can determine which employees are performing at high levels, and can even provide screen captures to identify the process and user experience.

**RWD uBenchmark** will identify user adoption and process adherence without exposing their identity.

