



Oracle User Productivity Kit (UPK) Services

Manage your Learning Content effectively and enhance employee productivity

The Business Challenge

Organizations spend enormously on training, change management and studying their IT systems. These systems often undergo changes and upgrades. Over the years, the knowledge on IT Systems, processes and usage has been created, documented and shared with the users. However, most of this knowledge base and content lies unorganized within individuals and/or groups. Some of the key challenges that most organizations face today are:

- Managing change in the organization. Minimizing the risk to the company.
- Addressing 'Pre-Go-Live' Training and 'Post-Go-Live' Support.
- Addressing new-hire training.
- Addressing key people leaving the Company or retiring.
- Addressing the training needs to local and remote users.
- Providing standardized content across multiple content development efforts and lines of businesses.
- Providing localized content for global rollouts.
- Delivering training through web or in a classroom.

A Gartner survey highlights that nearly 76% of the employees /users of IT systems lack in their daily competency skills:

- 64% of users were below-standard – they were able to use some functions of the software but were unable to utilize the full benefit of the systems' functionality
- 12% of users could not get through – they could not complete the tasks assigned to them within the stipulated time in the given time

Training is critical at all levels to:

- **Eliminate excessive support:** Untrained users require 3 to 6 times more support than trained users
- **Increase productivity:** Untrained users may take up to 22.5 hours to achieve the same level of perfection as that of a trained employee who would take 5 hours
- **Reduce errors:** Untrained users make mistakes that could cost the companies their money and time
- **Maximize ROI:** Untrained users often ignore, misuse, or under-utilize new technology

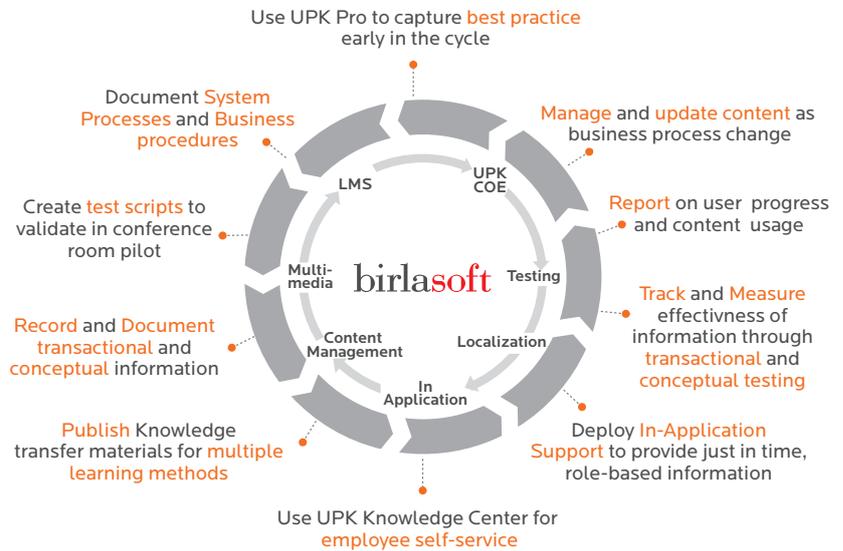
Oracle UPK – Paramount to Software Lifecycle

Oracle UPK Practice at Birlasoft offers end-to-end solution on Oracle UPK application. We offer deep industry expertise and technology competence to provide easily deployable solutions for our customers.

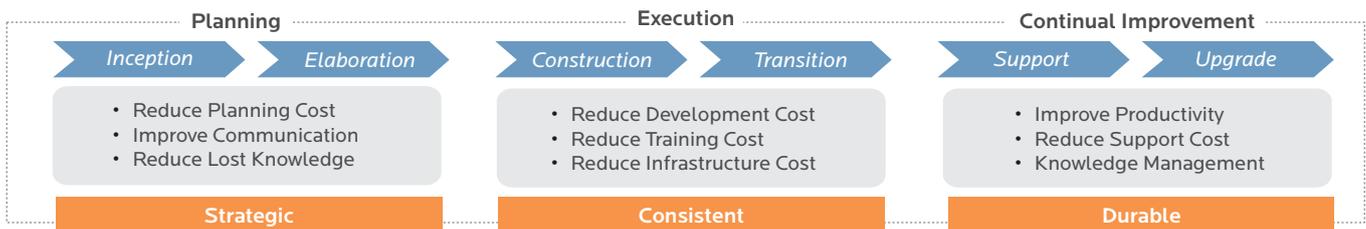
Oracle UPK is an easy-to-use collaborative and comprehensive content development, deployment, and maintenance platform for increasing project, program and user productivity.

Salient features:

- It is a synchronized content development platform
- It enables organizations to drive user productivity and mitigate risk
- It provides value through all the phases of the software lifecycle
- It helps reduce the time to deployment, and ensure end user adoption



Business Benefits



Birlasoft Offerings

Birlasoft offers End-To-End services on Oracle UPK right from Advisory Services to Production Support. The services broadly comprises of following;

Advisory Services	Establishing Framework	Developing Content	Extending Knowledge	Harnessing Technology
<ul style="list-style-type: none"> • Requirement Analysis, Design and Planning • Best practices • Infrastructure and Resource requirement • Identify challenges, risks and mitigation 	<ul style="list-style-type: none"> • Center of Excellence (CoE) • Knowledge Center • SSO / LDAP / SSL • External Access • Global Support 	<ul style="list-style-type: none"> • Content Creation, • Development and Editing • Content Upgrade • Content Reviews • Knowledge Management 	<ul style="list-style-type: none"> • LMS /SCORM/ AICC • Training Services • End User Assessments 	<ul style="list-style-type: none"> • In Application Support • Integration with Testing suites • Integration with Oracle Tutor Localization • Multimedia and Customization

Birlasoft Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries. More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Oracle Configurator
- Business Intelligence and Hyperion

Birlasoft holds

20+ Oracle specializations

and

5 advanced specializations





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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.