



Leo Performance Support Initiatives and Use Cases

Are you among the growing group of professionals looking to adopt Performance Support in your organization, but not sure where to begin? You are not alone.

Continuous technological advances, coupled with constant reduction in processing costs, have enabled true Performance Support solutions to surface. Embedding user support and guidance at the moment of need, while on the job, is now a reality. Performance Support is the most cost-effective way to ensure your users perform at the expected level, from day one, sometimes with no or minimum formal training. But the question remains: Where to begin?

Leo Performance Support enables organizations around the world to improve user productivity, eliminate errors, reduce time to proficiency, improve adherence to policies, shorten training, cut support costs and expedite application deployment.

Consider Leo Performance Support when thinking about the following initiatives that may apply to your organization:

Ongoing System Support

Regulations and competition cause businesses to frequently change their policies and processes to ensure compliance and improve competitiveness. This ever-changing environment creates business challenges on existing applications, which Leo effectively addresses.

The main performance aspects Leo addresses are:

Use Case 1

Productivity Improvement

Description: Organizations aim for employees to accomplish more in less time so their objectives and commitment to quality are met: Bank tellers handling more customers; contact center reps taking more calls; insurance agents processing more claims; doctors caring for more patients, etc.

Goal: Reduce the time to task completion without compromising quality or other KPIs.

Typical KPI: (Task) Average Handling Time - the time it takes to properly complete the task.

Use Case 2

Performance Quality

Description: User mistakes are mainly caused by incorrectly performed procedures or deviation from corporate regulations. Mistakes occur because the user is new, the process is infrequent, or the application is complex. Avoidable user mistakes are very costly to any organization and can be avoided using Leo.

Goal: Minimize end-user mistakes.

Typical KPI: Number of errors per task.

Use Case 3

Adherence to Policies & Procedures

Description: Corporate guidelines aim to ensure user adherence to policies and best practices, established to mitigate incompliance risks and ensure process efficiencies respectively. However, users may sometimes unknowingly deviate from the corporate guidelines because they are unaware of certain procedures or because the task is complex or new.

Goal: Enforce user adherence to corporate policies and guidelines.

Typical KPI: Number of deviations from corporate guidelines (per task).

System Deployment

All organizations engage in the rollout of new systems, versions or modules at almost any given time. Effective user adoption is the absolute best predictor of deployment success. Failed implementations result in more than lost resources: Business procedures are done slowly/incorrectly, preventing the achievement of business goals. Users are deterred by new software, along with declining motivation and satisfaction. Leo's step-by-step, comprehensive support enables first-time success and ongoing support until the user acquires the required skill.

Use Case 4

Minimize Time to Proficiency

Description: In the weeks and sometimes months between the first use of any system and expected proficiency is achieved, the user, and by extension the organization, underperform. Leo allows organizations to minimize and even eliminate this period.

Goal: Reduce time to proficiency.

Typical KPI: First time encounter success rate.

System Training

While Leo is designed to primarily support users in live production environments, the platform has proven to provide an unparalleled training solution.

Use Case 5

Improving Training Effectiveness and Reducing Training Length

Description: Many organizations still train their staff in traditional methods, separating the declarative training (the "why" and "what") from the procedural training (the "when" and "how"). Leo provides an opportunity for L&D teams to offer learners an innovative Situated Training experience: The declarative content is taught during procedural practice. Situated training has been proven to shorten training by 50% while retaining or enhancing the training effectiveness.

Goal: Reduce training duration and increase learning effectiveness.

Typical KPI: Training time, Learner score.



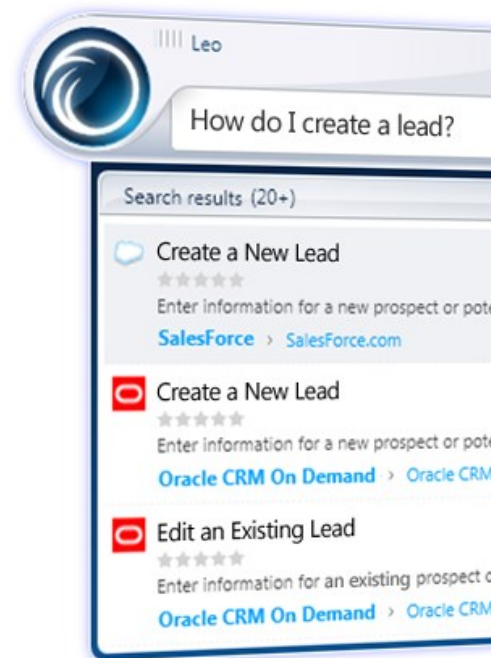
ALL APPLICATIONS



NO INTEGRATION



NO TECHNICAL SKILLS



About Kryon Systems

Kryon Systems is the provider of Leo, the definitive Performance Support system. Leo is designed for performance: To navigate users through any business applications and complete tasks quickly, and error-free, on live applications and in real time. With Leo, organizations can develop, deploy and monitor embedded performance support solutions on any application without the need for integration, acquiring programming skills or relying on IT services.



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