Unlocking Success in Digital Transformation

Driving Frictionless Change
with Digital Adoption Platform

USER EXPERIENCE | ADOPTION | SEAMLESS CHANGE

myGuide
by edcast

The State of Digital Transformation

Businesses continue to accelerate investments in digital transformation initiatives, which will exceed $4 Trillion in 2021 according to Gartner. But despite best efforts, around 70% of the businesses fail to realize the desired outcomes. While organizations are looking to to fuel future growth from digital initiatives, the program may not yield results if users do not adopt the new technology effectively.

Reasons of Transformation Failure

Why Do Digital Transformations Fail ?

Most organizations cite the lack of user software adoption as the main reason for failure. In spite of multi-million dollar investments in traditional training methods, users still find it difficult to use software applications effectively. Limited learning retention and the lack of real-time support impedes the effective use of software tools and leads to failure of most digital transformation programs.

New Learning Paradigm for Unlocking Success

Organizations need to embrace new learning paradigm where users are at the heart of the change and all changes, right from system development to training are designed to enhance user experiences.

The new learning paradigm is weaved around designing systems which promotes learning-in-the-flow of work with just-in-time learning, supporting users in-the-moment of their need, and providing self-serve, all leading to increased user engagement
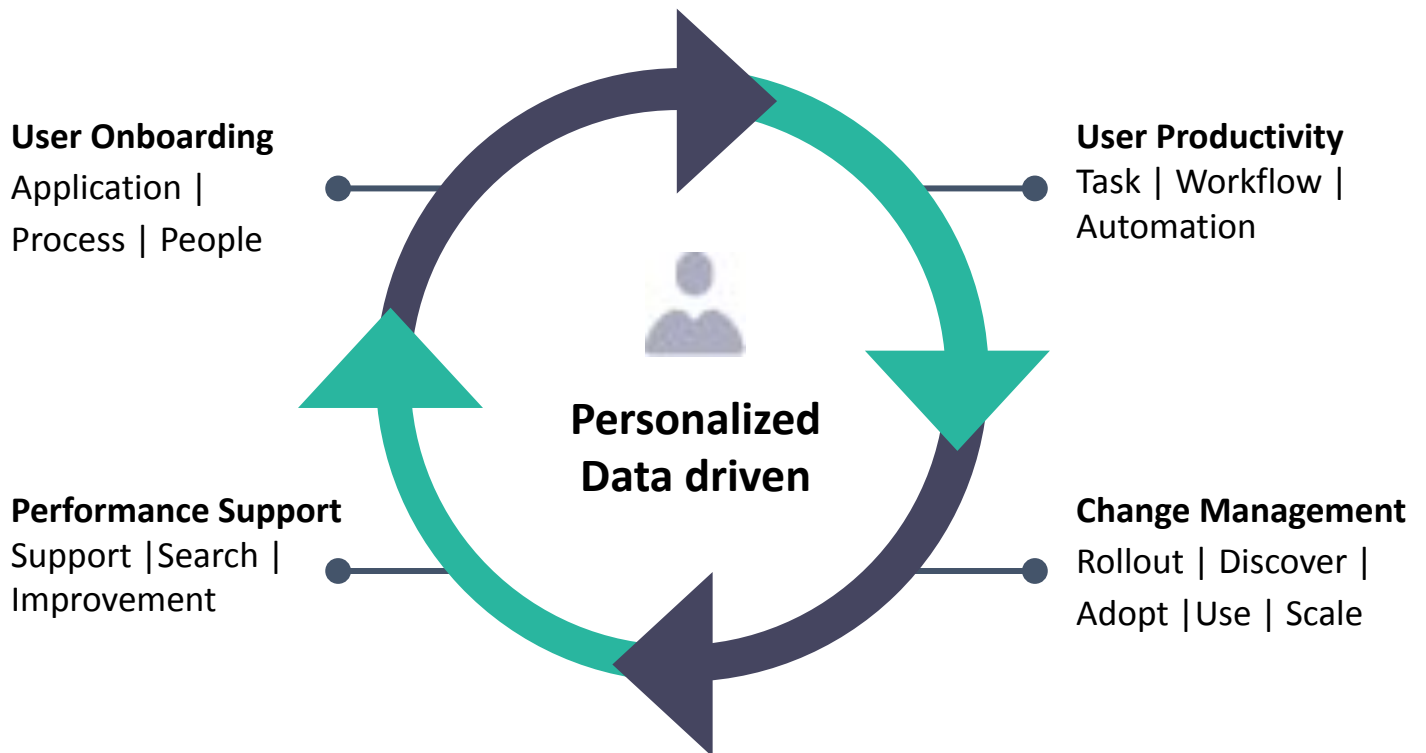

New Learning Paradigm
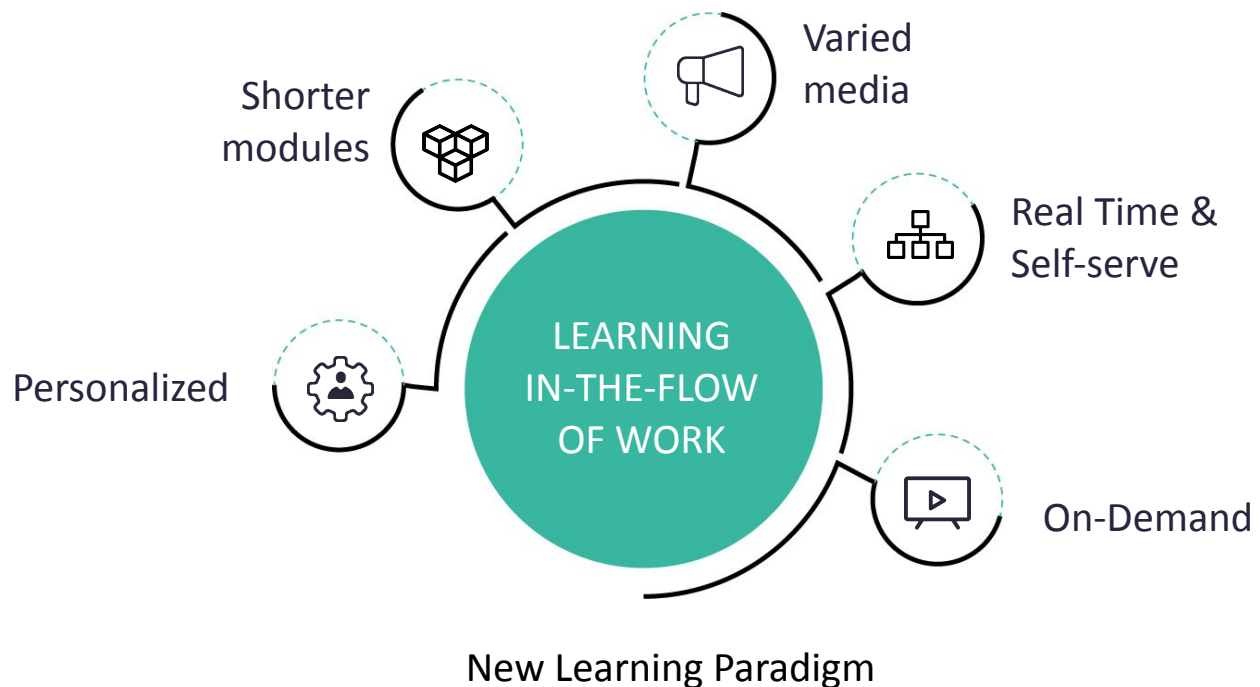
Modern Learning Technologies for Seamless Adoption

As per McKinsey, When a digital self-service technology is implemented for employees and/or business partners, organizations are up to two times more likely to report successful digital transformations.

Organizations need to invest in technologies which provide all the above functionalities and transform the user learning experiences. In this context, digital adoption platforms are enabling the leaders transform their software onboarding & learning processes with self-serve & real-time performance support functionalities.

# Meet MyGuide - Unified Digital Adoption Platform

MyGuide, a leading Digital Adoption Platform, enables organizations to revolutionize employee learning and secure a successful digital transformation rollout. MyGuide helps organizations onboard new users, roll out new applications and processes, enhance productivity and provide live performance support to end-users on software applications across web, mobile and desktop infrastructures.

User Onboarding
Application | Process | People

User Productivity
Task | Workflow | Automation

Personalized Data driven

Performance Support
Support |Search | Improvement

Change Management
Rollout | Discover | Adopt |Use | Scale

MyGuide Use Cases
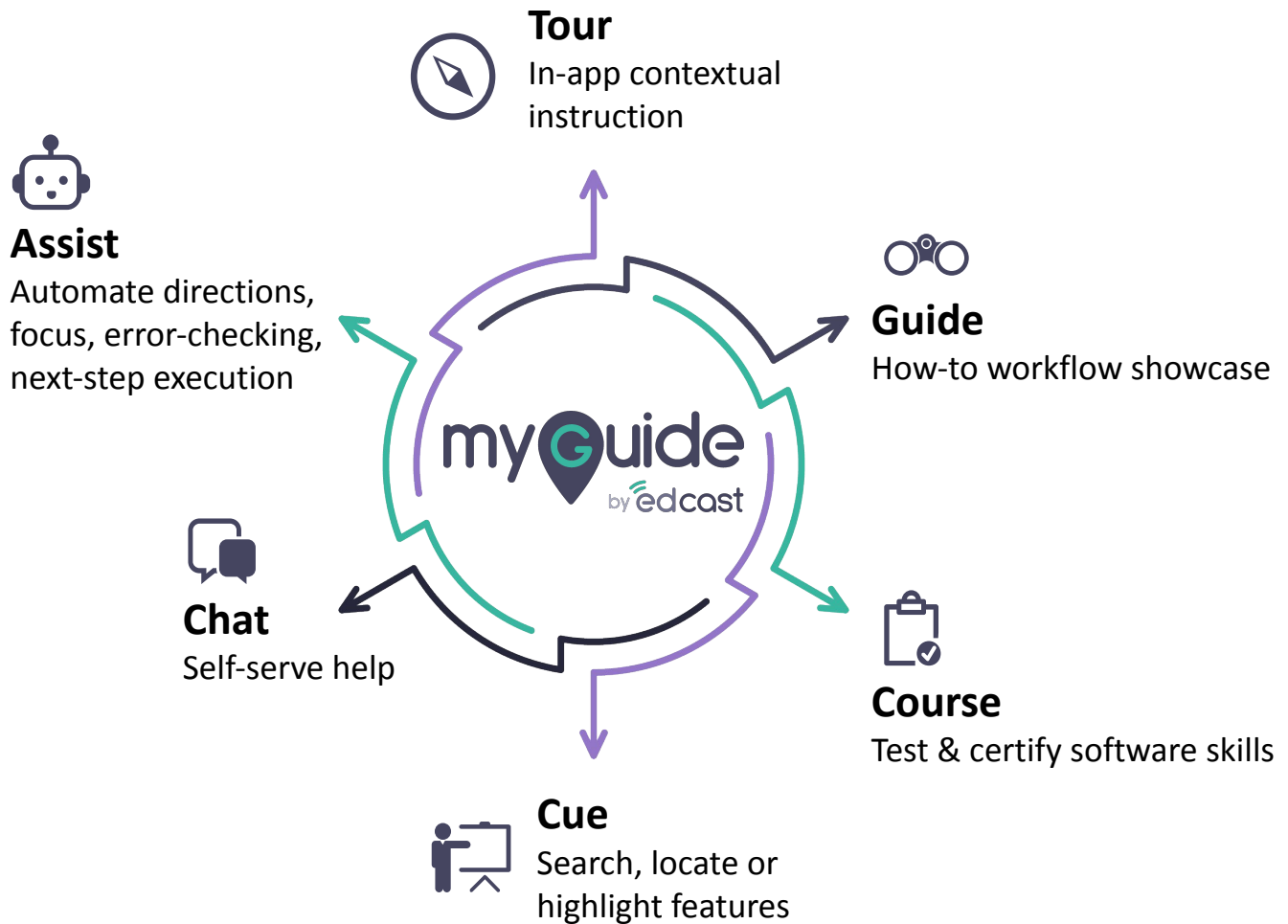
Accelerated Adoption & Faster Digital RoI

With MyGuide, large and small organizations can speed up technology and process adoption, lower training costs and reduce support costs within days of deployment.

52%
Lower Training Time

60%
Faster App Adoption

62%
Lower Support Costs
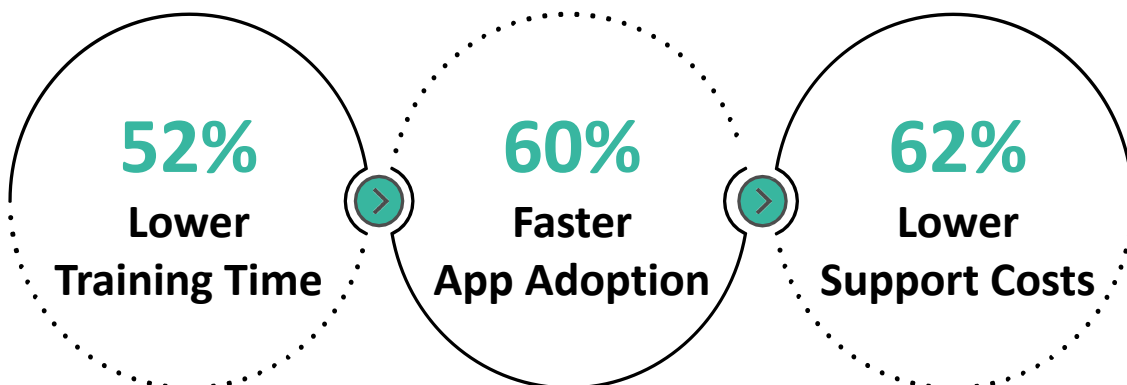
MyGuide :

A Comprehensive Solution for Digital Adoption

MyGuide brings rich capabilities to your organization to help users adopt technology and processes via the web, mobile and desktop platforms.

Tour
In-app contextual instruction

Assist
Automate directions, focus, error-checking, next-step execution

Guide
How-to workflow showcase

Chat
Self-serve help

Course
Test & certify software skills

Cue
Search, locate or highlight features

Transformation Across Your Organization

MyGuide provides capabilities to meet unique needs across functional organizations delivering transformations. From the office of the CTO, CIO & OCM to Instructional designers and SMEs, MyGuide simplifies transformation.

Transformation Leaders

Roll-out new apps, new processes, and onboard users faster , cost-effectively.

Instructional Designers/Training Managers

Easily create content, automate format conversions, distribution and update process.

Change Managers

Simplify continuous change beyond project rollout, influence productivity and impact.

MCKESSON
Empowering Healthcare

Client Speak

Barbara Bridgford
Director, Learning & Development

" …With iGuide *(Powered by MyGuide by EdCast),* we are 51% faster than traditional software interaction development. So I'm getting twice the output for the same amount of investment in time…It's as close to someone step in and help you through your it(task completion) every time you log in… We're able to implement change much faster. "

Driving Adoption for newly rolled out Salesforce CRM for remote employees

Migration from SAP to Salesforce CRM with 100% user adoption in days

Challenges

McKesson had migrated from SAP to Salesforce in one of their subdivisions. The project involved onboarding & training remote users on newly rolled out system across 35 locations. *Remote Training | Major Migration | Semi-Technical Users*

Solutions

MyGuide's GuideMe module provided step-by-step interactive workflows and guidance across processes.. Trainers leveraged MyGuide's On Demand learning module like Tours & Assist for providing self-serve and real-time performance support.

MyGuide's insights module provided the usage journey data to understand the adoption metrics.

Benefits

McKesson achieved following business benefits
- 51% faster in developing training content
- 62.5% reduced support documentation times
- Payback period within 6 months on the CRM modernization
- 37% reduction in per learner cost
- Faster Digital RoI & Reduced training costs

Accelerated Adoption Across Application

Consolidate and simplify in-app guidance, change management, self-serve support and user onboarding across all your applications with MyGuide.

Salesforce

MS Dynamics

Oracle

SuccessFactors

SharePoint

Office 365

Workday

e-Learning

Other Apps

Talk to Us

my**G**uide
by edcast

We can help you embrace digital dexterity within your organization, *in the flow of work*. Roll out new applications and processes with ease, accelerating impact across the board.

Watch MyGuide in Action

Request a Demo

Visit us at www.edcast.com