Infor User Adoption Platform (Infor UAP)

Your organization has made a strategic investment in a new Infor solution to help your employees achieve business goals. During and after the new implementation, the ROI of that investment is maximized by ensuring that the employees adopt and master the new technology.

How to use the Infor Solutions

Infor User Adoption Platform (UAP) facilitates user adoption by providing "moments of understanding" throughout the software lifecycle.

• During the implementation phase, Infor UAP provides powerful content authoring and management functionality, allowing authors to create custom learning content that directly reflects your new technology, new solution, and updated processes.

• When the software goes live, content is delivered to directly to users within the application, so they can access help at the moment of need, on the device of their choice, in a form that's relevant to the employee's role and language.

With Infor UAP, authors, subject matter experts, and business stakeholders can rapidly create and edit everything from procedural documents to simulations and eLearning courses. Content is published to a performance support website where end users access all their content and receive personalized notifications relevant to their learning.

Infor UAP provides both current and future employees the knowledge and learning they need to master the new applications, ensuring that your organization maximizes ROI on its technology investment.

Infor UAP Facts:

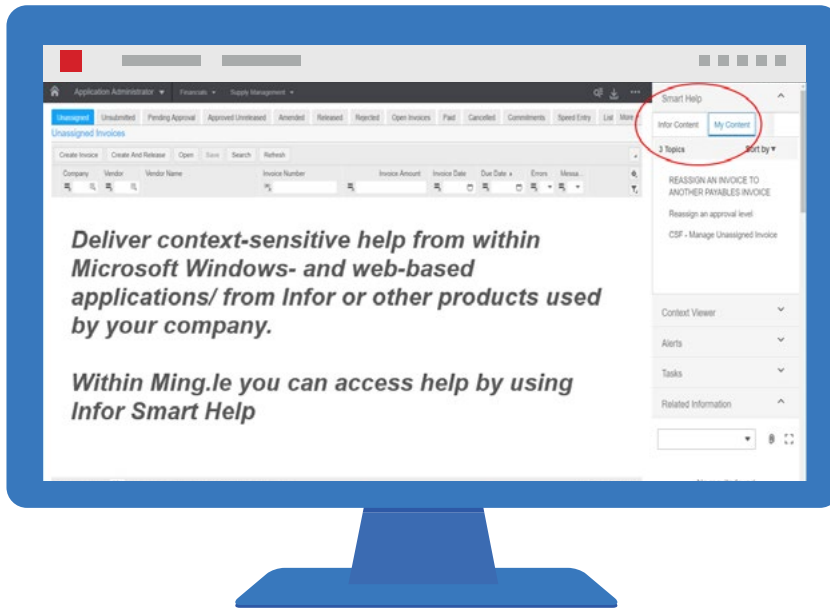Reduce learning content creation time—across corporate systems— by 50%

Reduce instructor-led training by up to 70% saving material/travel costs and retaining employee productivity

Trim time-to-competency from an average of 8-14 weeks to 5-11 weeks

Achieve payback in 9 months and a 3-year ROI of more than 500%

Deliver context-sensitive help from within
Microsoft Windows- and web-based
applications/ from Infor or other products used
by your company.

Within Ming.le you can access help by using
Infor Smart Help

Infor UAP delivers comprehensive content authoring capabilities.

- Record standard Microsoft Windows™ and web-based applications to create a single-source document and simulation.

- Capture audio and insert notes during recording to capture key organizational expertise.

- Assign content development tasks to authors via email, with a lightweight, easy-to-use Rapid Recorder tool.

- Create eLearning courses that incorporate conceptual information, simulations, assessments, branching, audio, video, and pop-ups.

- Customize templates to ensure consistency with corporate standards.

- Quickly translate content to over 32 languages.

Infor UAP content is available to employees directly within the application and can be tailored to specific user requirements.
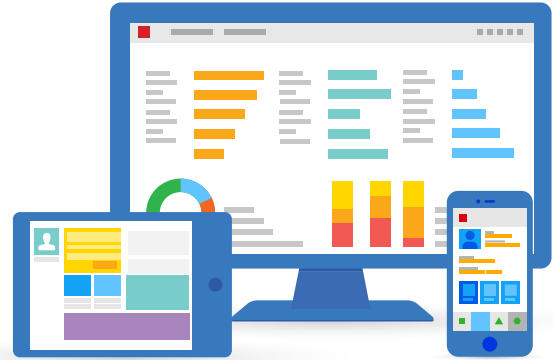
- Review in-context performance support within Infor applications using Infor Smart Help.

- Incorporate global classifications to provide unique content based on geographic location, role, or language.

- Automatically filter content during browsing, based on the user's language.

Infor UAP makes it easy to manage learning content.

- Manage author, administrator, and end user accounts.

- Maintain a central repository of terms and definitions, and push out updated definitions automatically.

- Provide project management functionality such as storage, workflow, and versioning.

- Specify retention periods to keep content fresh.

- Batch publish a variety of content types (work instruction, quick reference, course, simulation, test script) and formats (HTML, PPT, PDF, MS Word).

- Publish content to the UAP server for access within the business application, as a website, or from a Learning Management System.

- Receive notifications when content is updated.

Infor UAP provides standard and custom reporting to help measure user adoption and determine user readiness.

- Generate document tracking, workflow, and publishing reports to view project status.

- Generate an assessment performance report to gauge employee readiness.

- View help request and website usage reports to determine where learning content is needed—or could be retired.

View published content on any mobile device

In addition to rich product functionality, Infor UAP provides a strong foundation of support and enablement that includes:

- Pre-built UAP content with hundreds of topics for products such as M3, LN, EAM, CloudSuite Financials & Supply Management, HCM, and SX.e.

- Professional training and consulting services.

- Global help desk support and knowledgebase.

- User documentation and online help.

- Sponsored user group community, including in-person conference events across the globe.

User Adoption Platform

For more information contact via email:

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About Infor

Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.