



DAP: Digitaal Adoptie Platform:

De juiste informatie voor elke medewerker op het juiste moment!

Maximilien van der Vaeren

30/01/2025



● Agenda

- 1 Wat is een DAS (Digital Adoption Solution) en wat zijn de voordelen voor uw organisatie
- 2 Kies een DAS oplossing met een complete visie over leren
- 3 De 4 componenten van **tts performance suite** die de gehele leer cyclus beheert
- 4 Praktijk demonstratie voor de eind gebruiker en auteur
- 5 Een anekdote die de grote behoefte aantoont van een DAS oplossing voor uw medewerkers

Digital Adoption Solutions (Gartner)

Korte omschrijving :

- Een **digitale adoptie tool (DAS)** laat medewerkers toe om op één centraal punt steeds de juiste informatie te vinden op het juiste moment.
- De **DAS** zal herkennen met welke applicatie of transactie een medewerker aan het werken is. Op deze manier, op basis van de rol van de gebruiker, kan hem de juiste contextuele hulp aangeboden worden.
- Deze contextuele documentatie kan bestaan uit een proces, stappenplan, gids, een interactieve E-Learning of document. Er kunnen ook externe documenten aangeboden worden.
- Wanneer een gebruiker een andere applicatie of een ander scherm in een applicatie opent, zal de **DAS** applicatie opnieuw de juiste informatie tonen.

Digital Adoption Solutions (Gartner)

Business Impact Areas

Het doel is om alle manuele en offline data te vermijden, en dat uw medewerkers op een correcte manier alle IT-applicaties van uw onderneming kunnen gebruiken.

Een DAS systeem is vooral relevant in de volgende gevallen:

- De gebruiker dient verschillende IT-applicaties te gebruiken voor het uitoefenen van zijn job
- Taken zijn complex
- Taken die op onregelmatige basis worden uitgevoerd
- Als er vele nieuwe medewerkers worden aangeworven

5 Moments of Need:

In het boek van Bob Mosher en Conrad Gottfredson, vermelden zij 5 momenten wanneer een medewerker het meest nood heeft aan leren:

- Als iets nieuw is
- Als men meer wilt leren over een bepaald onderwerp
- Bij het toepassen en onthouden
- Als men een probleem wenst op te lossen
- Als het proces verandert

Bron: Boek van Dr. Conrad Gottfredson en Bob Mosher:

<https://www.managementboek.nl/boek/9780071703116/innovative-performance-support-strategies-and-practices-for-learning-in-the-workflow-bob-mosher>

Facts and Figures

50%

of PLM projects fail

50% of PLM projects fail

(Industrieanzeiger)

49%

of CRM projects fail

49% of CRM projects fail

(Forrester Research)

75%

of ERP projects fail

55% to 75% of all ERP projects fail

(Gartner)

Some more facts:

4h
50%

At least 4 hours a week looking for information needed to do their jobs!



50% Success rate at finding what they need.

76%

76% of application users fail with or have a substandard understanding of their mission critical applications and only 11% of users can be identified as highly skilled.



Pop Quiz!

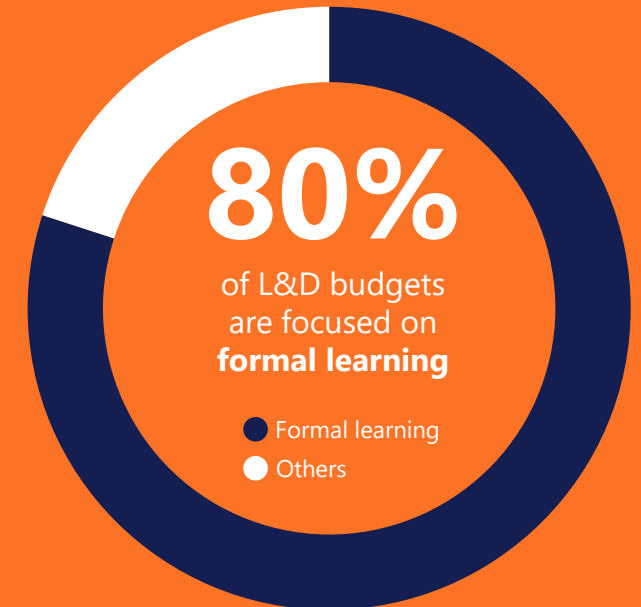
How much knowledge is lost **within 7 days of training?**



How much of your job knowledge is **learned on the job?**



What percentage of your L&D budget is **focused on formal learning**



Pop Quiz!

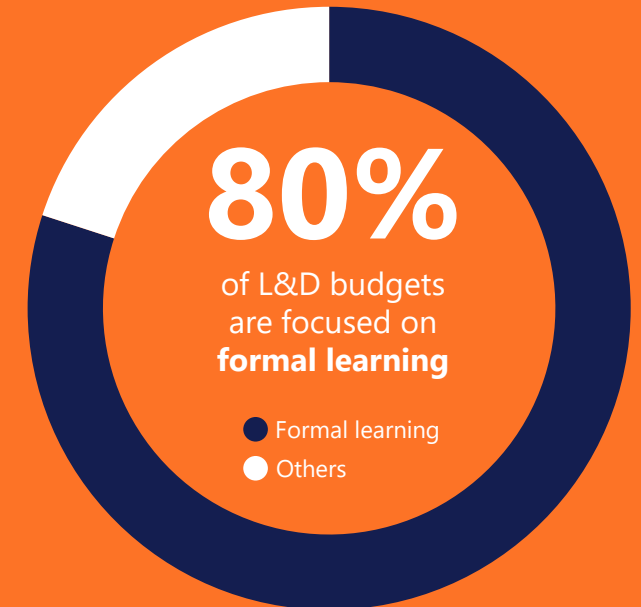
How much knowledge is lost **within 7 days of training?**



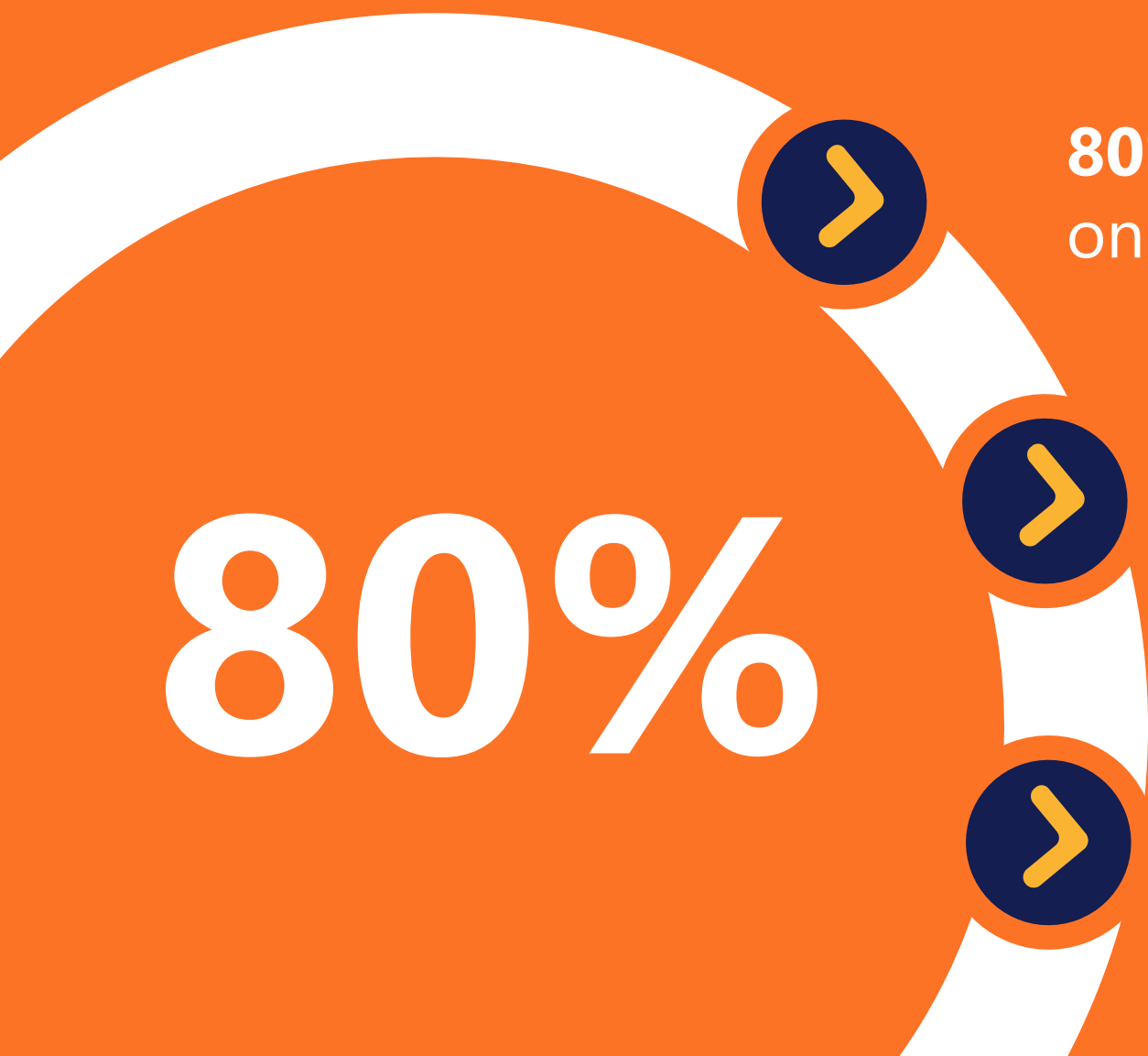
How much of required job knowledge is **actually learned on the job?**



What percentage of your L&D budget is **focused on formal learning**



Don't get stuck in the 80's



80%

80% of budgets spent
on **formal learning**

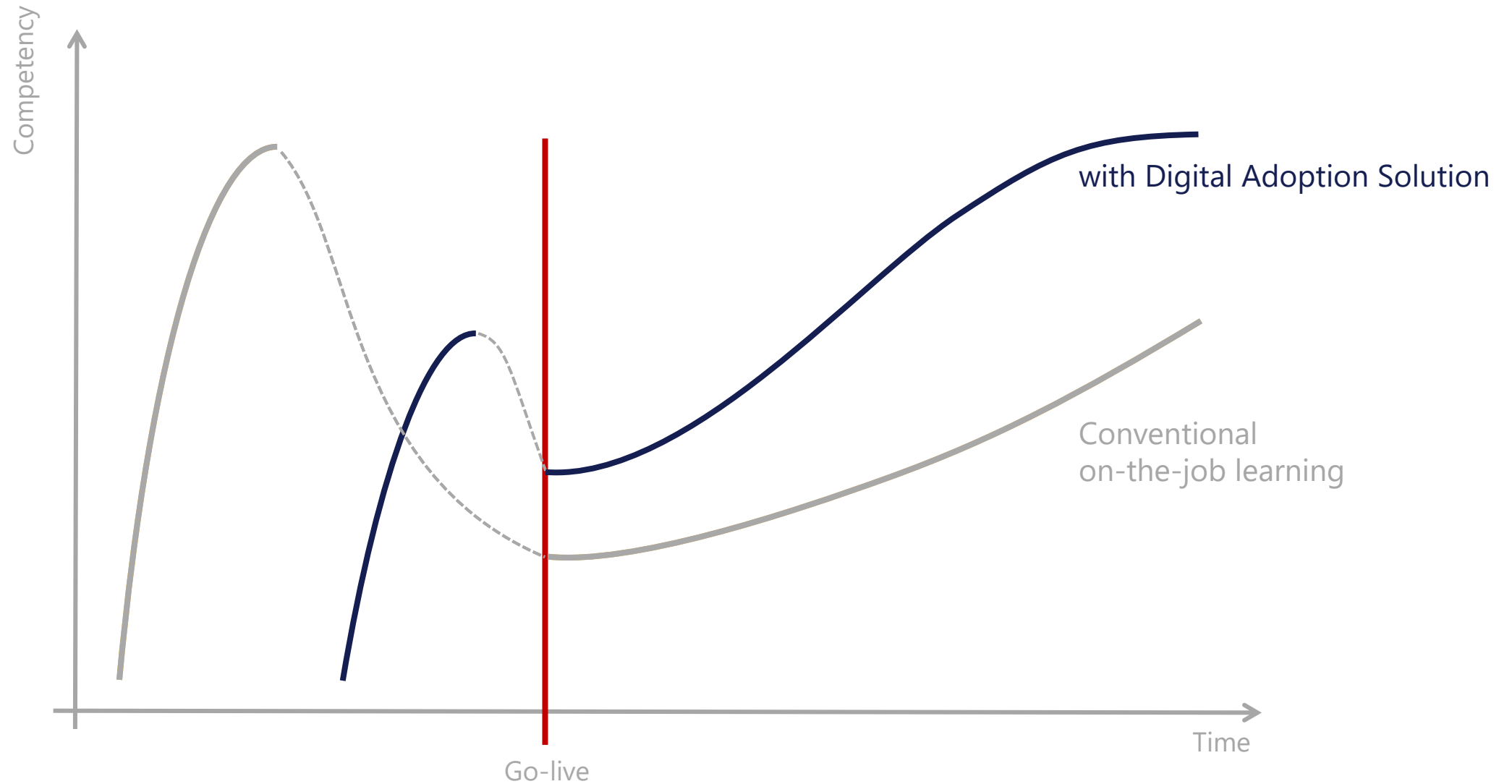
of which 80% is forgotten
after a **few days / weeks**

resulting in 80% of work
knowledge being learned on the
job, which is **not supported**

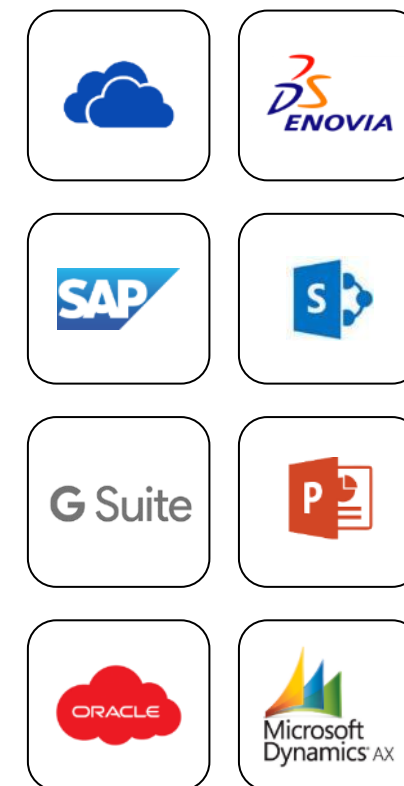


“User adoption is the key to any successful software operation.”

Preparation and Support of Change



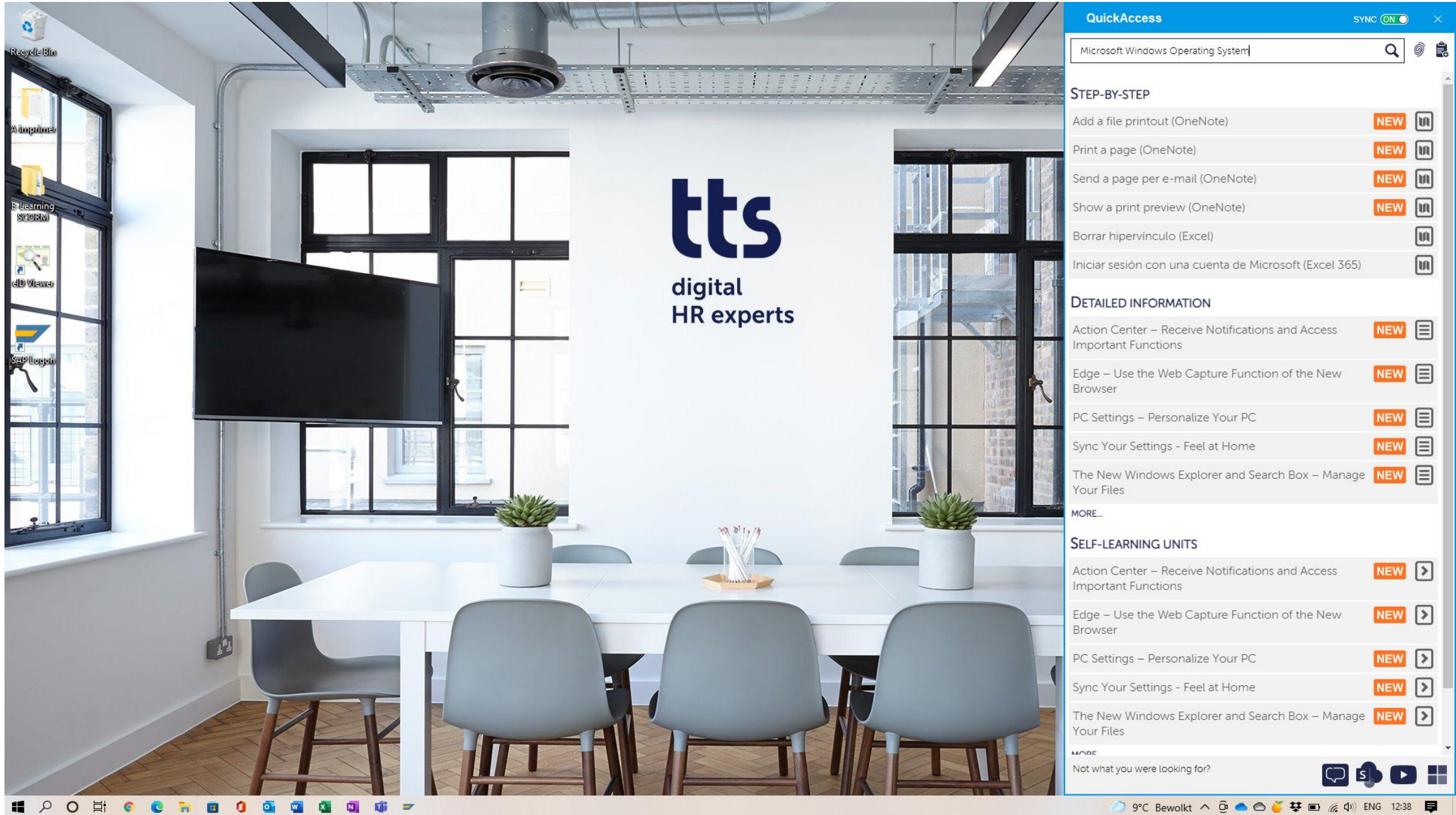
End user access





Demo End User

Printscreen examples from the tts QuickAccess application



©tts 15

Printscreen examples from the tts QuickAccess application

The screenshot displays the tts QuickAccess application interface. On the left, a Microsoft Excel spreadsheet titled "Travel_expenses_form" is open, showing a form for entering travel expenses. The form includes fields for Name, Division, Period, Authorized by, and Filing date, along with a QR code. Below the form is a table with columns for Date, Description of expenses, Flight costs, Accommodation, Public transport, rental car, taxi, Meals and tips, Conferences, Miles, Reimbursement, and M. The table has a total row at the bottom.

On the right, the QuickAccess application window is open, showing a step-by-step guide for filling out the travel expenses form. The guide consists of six steps:

- 1 Enter your Name in the field "Name".
- 2 Enter the Name of your supervisor in the field "Authorized by".
- 3 Enter the name of your division in the field "Division".
- 4 Please enter 15.08.2019.
- 5 Start a new line for each day of your trip and enter the costs related to that day.
- 6 Describe the cost position.

The guide also includes a table for entering costs:

Date	Description of expenses	Flight costs
14.08.2019		

Printscreen examples from the tts QuickAccess application

The screenshot shows the Microsoft Excel interface with the 'Insert Function' dialog box open. The dialog box is titled 'Insert Function' and contains a search bar with the text 'Type a brief description of what you want to do and then click Go'. Below the search bar is a dropdown menu labeled 'Or select a category:' with 'Most Recently Used' selected. Underneath is a list of functions: SUM, AVERAGE, IF, HYPERLINK, COUNT, MAX, and SIN. The 'SUM' function is highlighted. Below the list is the formula 'SUM(number1;number2;...)' and a description 'Adds all the numbers in a range of cells.' At the bottom of the dialog box are 'OK' and 'Cancel' buttons, and a link 'Help on this function'.

The background spreadsheet is titled 'Travel Expenses' and has the following columns: Date, Description of expenses, Flight costs, Tips, Conferences, Miles, Reimbursement, and Total. The 'Total' row shows values of 0,00 for all columns except 'Date' and 'Description of expenses'. The 'Insert Function' dialog box is open over the 'Flight costs' column.

Printscreen examples from the tts QuickAccess application

FileHomeInsertDrawHistoryReviewViewHelp

CutCopyFormat Painter

Clipboard

Calibri Light20

B*I*U**X**

Basic Text

Heading 1Heading 2

Styles

To Do (Ctrl+1)
Important (Ctrl+2)
Question (Ctrl+3)

To Do Tag
Find Tags
Outlook Tasks

Email Page
Meeting Details

Tags

Email
Meetings

Maximilien @ FERNNew Section 1

Friday, 4 February 202212:53

QuickAccess

OneNote 365

STEP-BY-STEP

Create a note during a conversation, an audio- or video call (Skype for Business)

NEW

Create a OneNote-Note (Skype for Business)

NEW

Send link to notebook, section or page as web view (OneNote)

NEW

Cr  rer une annotation OneNote (Skype for Business)

MORE...

DETAILED INFORMATION

Plan a virtual meeting (Teams)

NEW

Task and Time Management

NEW

Discover OneNote - Create a collaborative notebook

NEW

Collaborating with others – The integrated use of OneNote, Outlook and MS Teams

NEW

MORE...

SELF-LEARNING UNITS

Plan a virtual meeting (Teams)

NEW

Task and Time Management

NEW

Office 365

Discover OneNote - Create a collaborative notebook

NEW

MORE...

OFFICE WORKPLACE VIDEOS

General overview

Next steps

The ideal day with Office 365

Work in the future

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

The screenshot displays the tts QuickAccess application interface. The main content area features a video player with a purple header that reads "Discover OneNote" and "Create a Collaborative Notebook". The video content shows a desk with a keyboard, a notepad, and a pen. A sidebar on the right contains a search bar, a "STEP-BY-STEP" section with five items (each marked "NEW"), a "DETAILED INFORMATION" section with four items (each marked "NEW"), a "SELF-LEARNING UNITS" section with four items (each marked "NEW"), and an "OFFICE WORKPLACE VIDEOS" section with five items. The bottom of the interface shows a Windows taskbar with various application icons and a system tray with weather and time information.

Discover OneNote
Create a Collaborative Notebook

This learning unit covers some of the key functionalities of the OneNote app available in the Microsoft Office store.

After completing this learning unit, you will be able to...

- create a notebook,
- name sections and pages,
- enter and format texts, and
- insert videos.

This unit should take about 9 minutes to complete.

QuickAccess SYNC OFF

OneNote 365

STEP-BY-STEP

- Create a note during a conversation, an audio- or video call (Skype for Business) NEW
- Create a OneNote-Note (Skype for Business) NEW
- Send link to notebook, section or page as web view (OneNote) NEW
- Cr  er une annotation OneNote (Skype for Business)

MORE...

DETAILED INFORMATION

- Plan a virtual meeting (Teams) NEW
- Task and Time Management NEW
- Discover OneNote - Create a collaborative notebook NEW
- Collaborating with others – The integrated use of OneNote, Outlook and MS Teams NEW

MORE...

SELF-LEARNING UNITS

- Plan a virtual meeting (Teams) NEW
- Task and Time Management NEW
- Office 365
- Discover OneNote - Create a collaborative notebook NEW

MORE...

OFFICE WORKPLACE VIDEOS

- General overview
- Next steps
- The ideal day with Office 365
- Work in the future
- Not what you were looking for?

9°C Bewolkt 12:54

Printscreen examples from the tts QuickAccess application

Discover OneNote - Create

showcase.tts-cloud.com/webaccess/download/b8cced1d-f5cd-4aab-a151-d14c685b17ef/cre/initial/21.0/0.0.0.5000090/com.tts.player/start.htm?contentP...

Apps Google Google Maps Zoho CRM - Home... LinkedIn Bookboon Analytics Google Translate MVDV Consultancy WhatsApp YouTube

Start taking notes!

Tap or click here to create a new notebook. You can also open one of your existing notebooks from the notebook list.

Ben Lorenz

Recent Notes

Home Insert Draw View Help

Start taking notes!

Start taking notes!

Tap or click here to create a new notebook. You can also open one of your existing notebooks from the notebook list.

Start taking notes!

Tap or click here to create a new notebook. You can also open one of your existing notebooks from the notebook list.

QuickAccess SYNC OFF

OneNote 365

STEP-BY-STEP

Create a note during a conversation, an audio- or video call (Skype for Business) NEW

Create a OneNote-Note (Skype for Business) NEW

Send link to notebook, section or page as web view (OneNote) NEW

Cr  er une annotation OneNote (Skype for Business)

MORE...

DETAILED INFORMATION

Plan a virtual meeting (Teams) NEW

Task and Time Management NEW

Discover OneNote - Create a collaborative notebook NEW

Collaborating with others – The integrated use of OneNote, Outlook and MS Teams NEW

MORE...

SELF-LEARNING UNITS

Plan a virtual meeting (Teams) NEW

Task and Time Management NEW

Office 365

Discover OneNote - Create a collaborative notebook NEW

MORE...

OFFICE WORKPLACE VIDEOS

General overview

Next steps

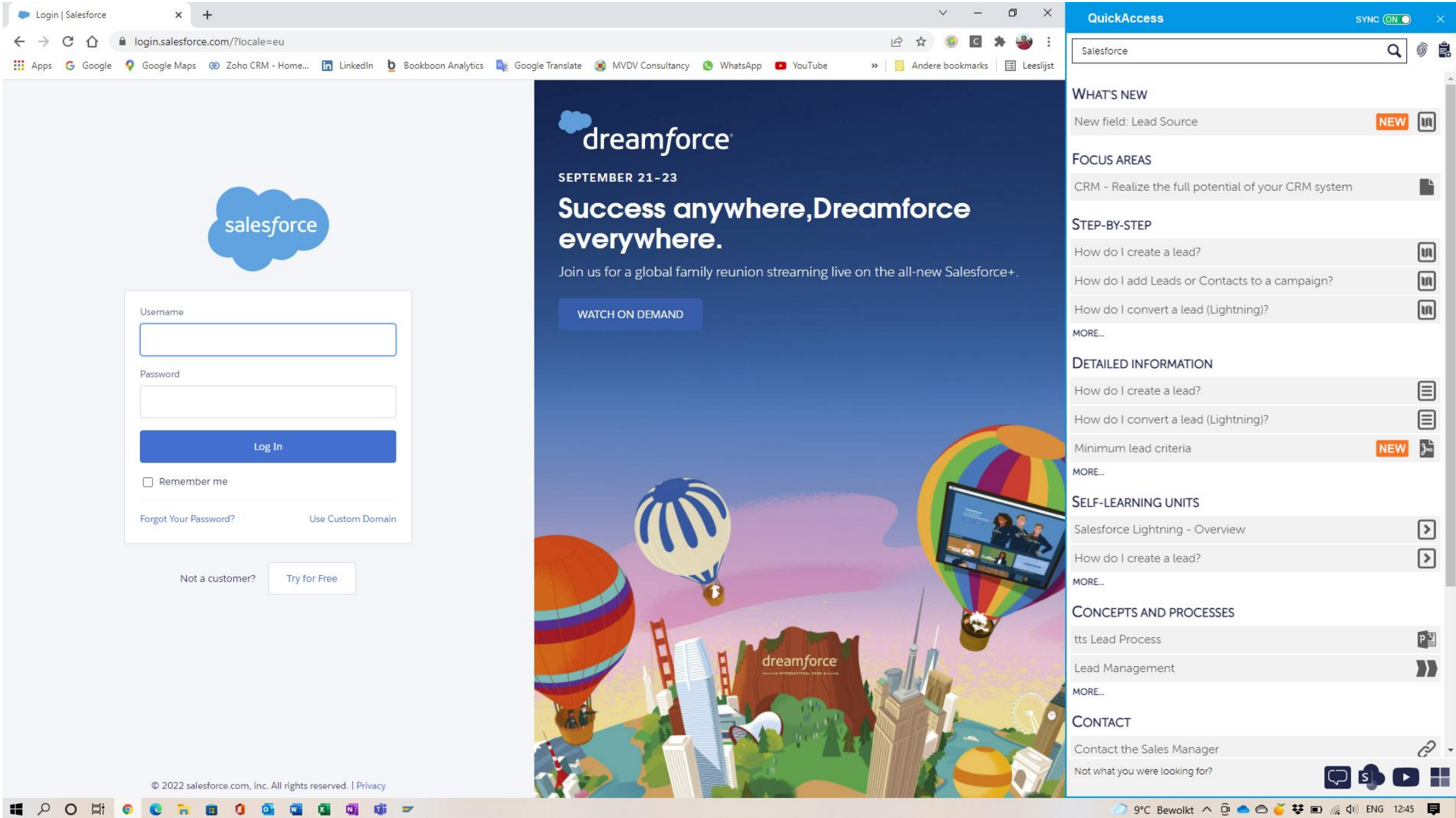
The ideal day with Office 365

Work in the future

Not what you were looking for?

9 C Bewolkt

12:55



Printscreen examples from the tts QuickAccess application

The screenshot shows the Salesforce login page with the Dreamforce logo and a login form. The tts QuickAccess application is overlaid on the right side of the screen, providing a guided workflow for adding leads or contacts to a campaign. The workflow consists of seven steps: 1. Introduction to the guide. 2. Selecting contacts from a list. 3. Clicking 'Add to Campaign'. 4. Selecting a campaign from a list. 5. Clicking 'Update to the selected Member Status'. 6. Clicking 'Submit'. 7. Receiving a confirmation message.

QuickAccess SYNC OFF

Add Leads or Contacts to a campaign

- This guide shows you how to add several Leads or Contacts to an existing campaign out of a view list.
- Select the contacts or leads by ticking the box in front of their names.

	NAME ↑	ACCOUNT NAME
1	☐ Andy Young	Dickenson plc
2	☐ Arthur Song	United Oil & Gas Corp.
- Click **Add to Campaign**.

New Import **Add to Campaign**

Search this list...
- Click .

tts Release 2019R2

User Conference - Jun 17-19, 2020

+ New Campaign
- Click **Update to the selected Member Status**.

Existing campaign member

☒ Keep existing Member Status

☐ Update to the selected Member Status
- Click **Submit**.

er Status

ed Member Status

Cancel **Submit**
- You receive a confirmation message.

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

SAP

SAP Easy Access

✓

Other menu

Create role

More

Favorites

SAP Menu

Agricultural Contract Management

Financial Services Network Connector

Office

Cross-Application Components

Logistics

Accounting

Human Resources

Information Systems

Tools

WebClient UI Framework

Log off

QuickAccess

SYNC ON

SAP

STEP-BY-STEP

How do I display a material document (MIGO)? NEW

How do I create a delivery free of charge?

How do I create a forward order?

MORE...

DETAILED INFORMATION

How do I display a material document (MIGO)? NEW

What status exist for a customer order and where can I see them?

How do I post a goods receipt to a purchase order?

MORE...

SELF-LEARNING UNITS

How do I display a material document (MIGO)? NEW

What status exist for a customer order and where can I see them?

How do I post a goods receipt to a purchase order?

MORE...

SAP BASIC SYSTEM HANDLING

Switch between sessions

Navigation with transaction codes

MORE...

CONCEPTS AND PROCESSES

SAP Create a ticket

Order management

MORE...

Not what you were looking for?

9°C Bewolkt

ENG 12:47

Printscreen examples from the tts QuickAccess application

va01

▼

✓

Create with Reference

Sales

Item overview

Ordering party

Cancel

More ▼

Order Type

OR

Standard Order

Organizational Data

Sales Organization

Distribution Channel

Division

Sales Office

Sales Group

QuickAccess

SYNC ON

SAP VA01

FIELD HELP

Order Type

An **order type** is a tool that categorizes orders according to purpose. The order type contains information which is necessary for managing orders. Please note the information on the available order types and their use. There are special types of orders for the international companies.

STEP-BY-STEP

How do I create a delivery free of charge?

How do I create a forward order?

How do I create a return?

How do I create an order with reference?

MORE...

DETAILED INFORMATION

List of available sales order types

How do I create a customer order?

Pfalzkrlinikum

MORE...

SELF-LEARNING UNITS

How do I create a customer order?

Pfalzkrlinikum

Sales Order Processing - Standard Order

MORE...

SAP BASIC SYSTEM HANDLING

Exit transactions

CONCEPTS AND PROCESSES

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

Create Sales Order: Initial Screen

Order Type TA

Organizational Data

Sales Organization	
Distribution Channel	
Division	
Sales Office	
Sales Group	

QuickAccess

How do I create a forward order?

1 Enter VA01 into the Transaction code field.

Menu Edit Favorites Extras System Help

✓ | << < > >> Print Copy Paste Undo Redo

SAP Easy Access

2 Click Enter.

Menu Edit Favorites Extras System Help

✓ VA01 << < > >> Print Copy Paste Undo Redo

SAP Easy Access

3 Please enter TA.

Order Type

T

4 Enter the desired value for the sales organization and press the tab key.
For example: 0001 for Germany.

Organizational Data

Sales Organization	
Distribution Channel	
Division	
Sales Office	
Sales Group	

5 Enter the desired value for the distribution channel and press the tab key.
For example: 01 for direct sales.

Organizational Data

Sales Organization	0001
Distribution Channel	
Division	
Sales Office	
Sales Group	

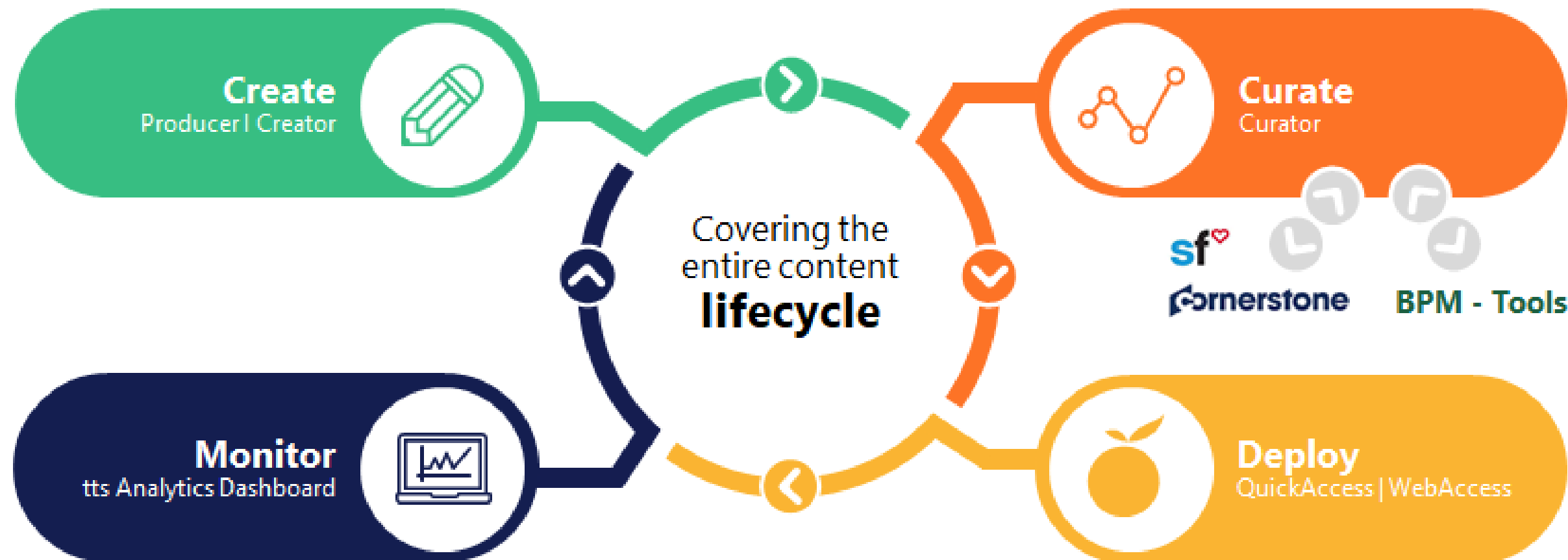
6 Enter the desired value for the division and press the tab key.

Not what you were looking for?

Windows Taskbar

9°C Bewolkte 12:47

tts performance suite



End-User Benefits



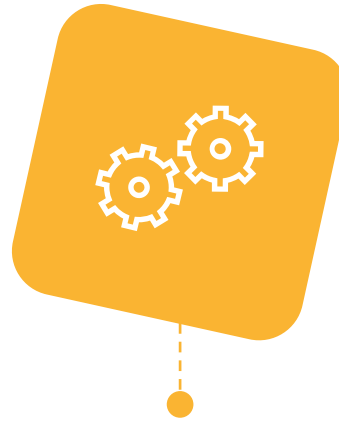
Workplace Support

Context sensitive performance support directly at the workplace



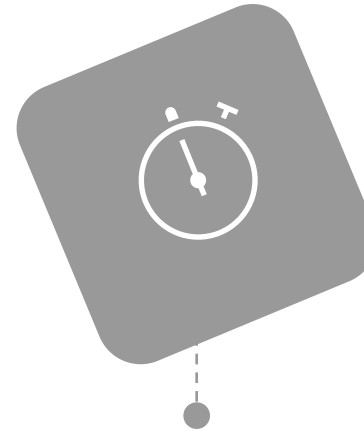
Guidance

Intuitive guidance through your CRM and all other systems



Process Reliability

Boosting process competence and performance



Time Saving

60% Completion time saving by offering contextual help.



Centralized Knowledge

Gain access to all product information and best practices

Organizational Benefits



Employee productivity

3 x accelerated time to employee productivity in all your IT applications



Deploy Existing Knowledge

Effortless integration and contextualization of any existing content



35+ Languages

Semi-automated localization of IT documentation and support



Reduction Support

45-65% Reduction in support tickets



Cost Reduction

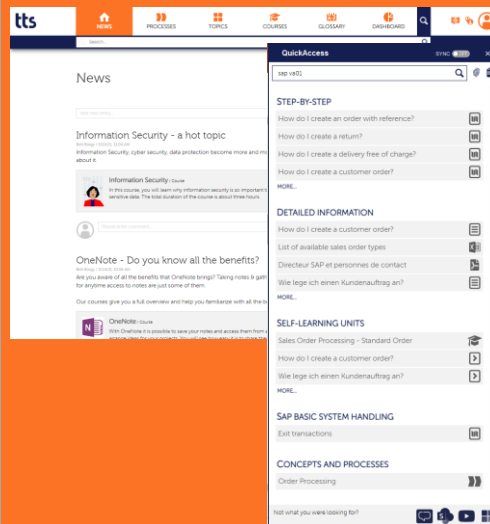
65-80% savings in formal training costs

tts performance suite: Target-oriented approach for all user groups

Provides specific
information for every
screen of every
application



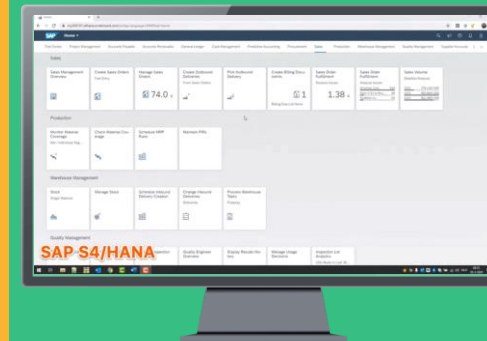
**One source
of truth** for users
before and after
project go-live
(learning when doing
the tasks)



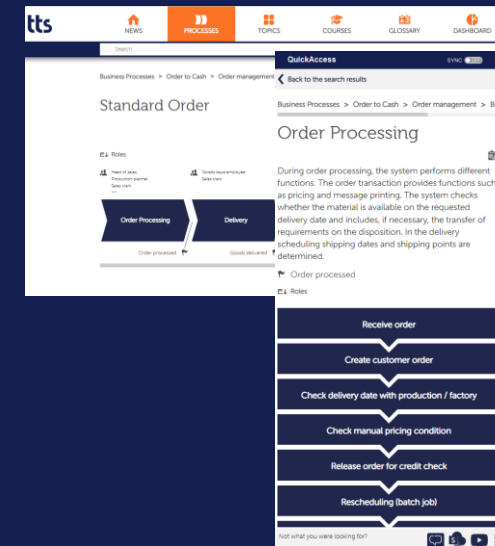
Corporate Learning
via E-Learning which
are on-demand
accessible



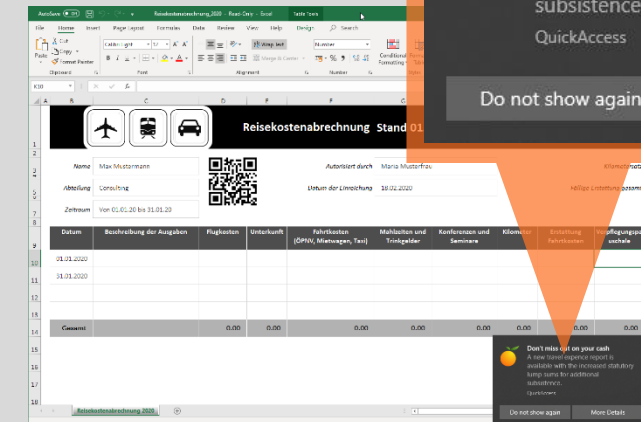
**Technology + Business
Guidance** via the
contextual help, the
QuickAccess



**Role-based process
documentation**
provides the end-users
a structured overview of
the responsibilities in
each step and task



Special tts feature: Push Notifications for your employees



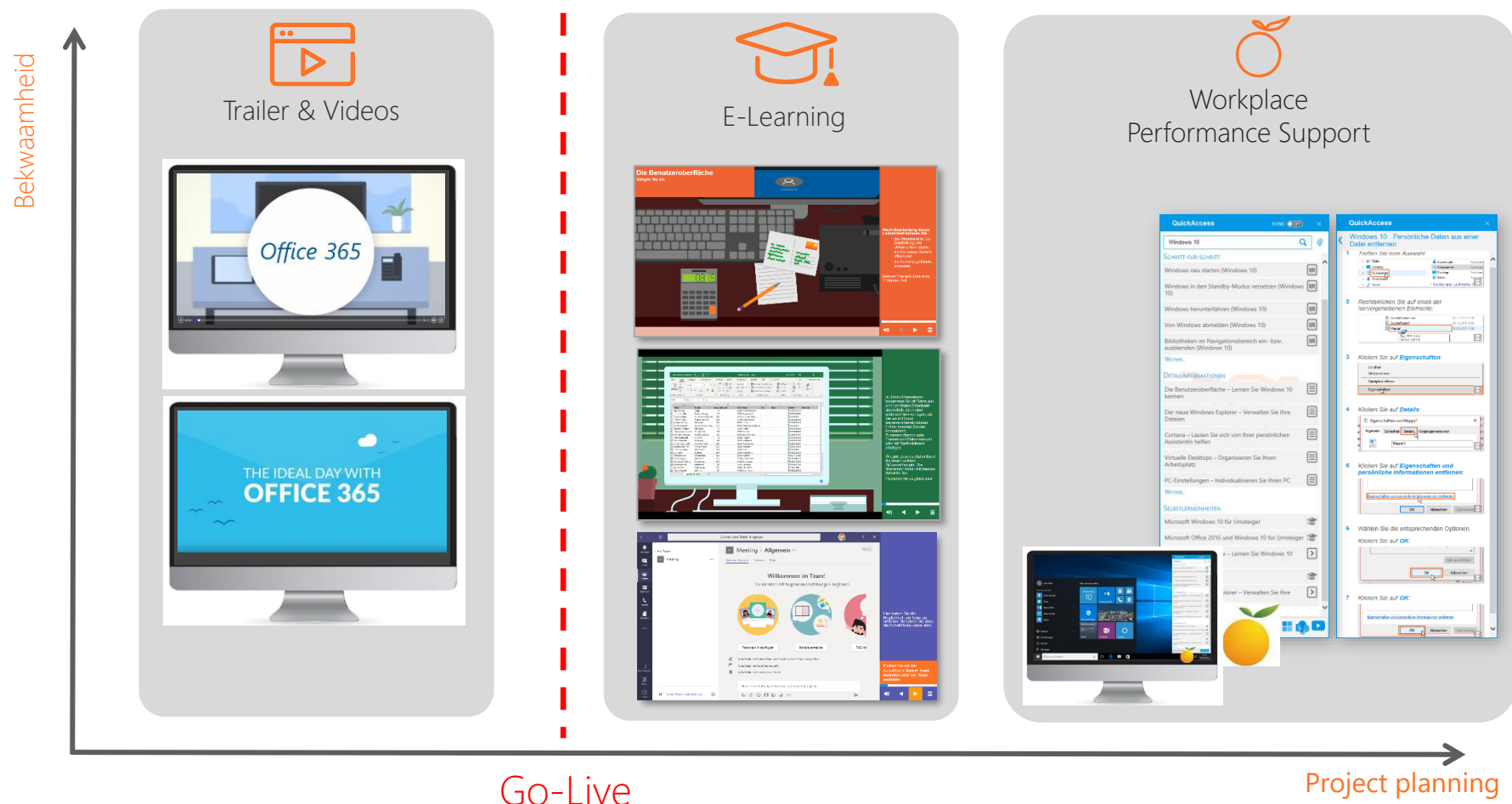
Push Notifications appear for defined applications or documents and provide actual business or IT knowledge

● The QuickAccess at a glance:



Geïntegreerde tts digitale leeroplossing voor Microsoft Office 365:

Klik op de tegels om onze product videos te bekijken



Content – Adaptive Web Based Trainings

Mobile ready HTML5 content



14 Locations in Europe and North America



Hello World

tts in figures



14

LOCATIONS



22

YEARS' EXPERIENCE



500

CUSTOMERS



>5 Mio

tts SOFTWARE USERS



>350

EMPLOYEES



21

NATIONNALITIES



Ø5

YEARS WORKING FOR tts

More than 500 customers:



BOSCH



BNP PARIBAS



DAIMLER



Lufthansa

Lenze



COMMERZBANK



RAIFFEISEN

SIEMENS



LIEBHERR



BOSS
HUGO BOSS



Frankfurter
Bankgesellschaft



Linde



REWE
GROUP



Awards

Confirmation of our leading position



E-Learning
Journal



Brandon Hall
Award



Amazon Partner
Award



Comenius
Award



SAP REX
Certification



MMB
Institut



HR Excellence
Award



Learning & Performance
Institute

illustration: DAS technology

85% of car drivers use a GPS



Only 5% of professional PC users have a DAS solution

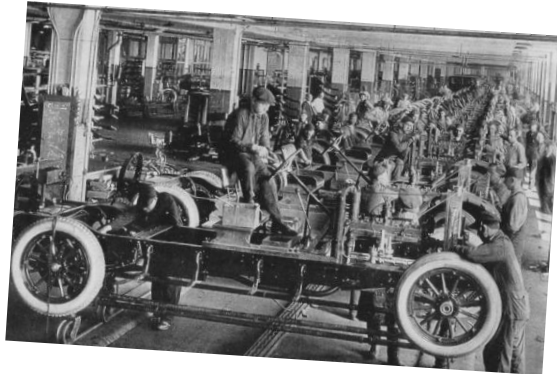


Less training upfront.

More training on the job in the moment of need.



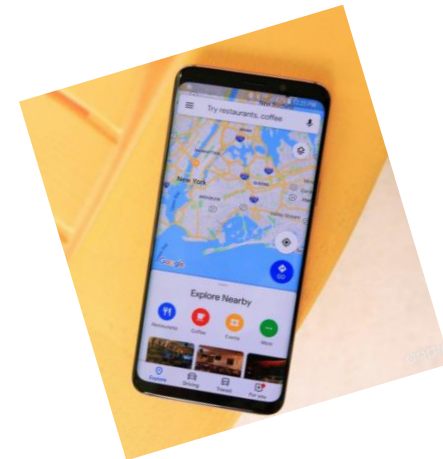
THE FUTURE IS DIGITAL!



We are entering a world of digital competition. The most digital and automatized companies are the most successful.



Is your company ready to go digital ?



Uitnodiging voor 3 info sessies via MS Teams:

- Donderdag 13/02 om 14u00
- Woensdag 19/02 om 10u00
- Dinsdag 25/02 om 11u00

Hartelijk dank

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tts digital adoption
solutions

