



DAS technologie: De juiste informatie voor elke medewerker op het juiste moment!

Maximilien van der Vaeren

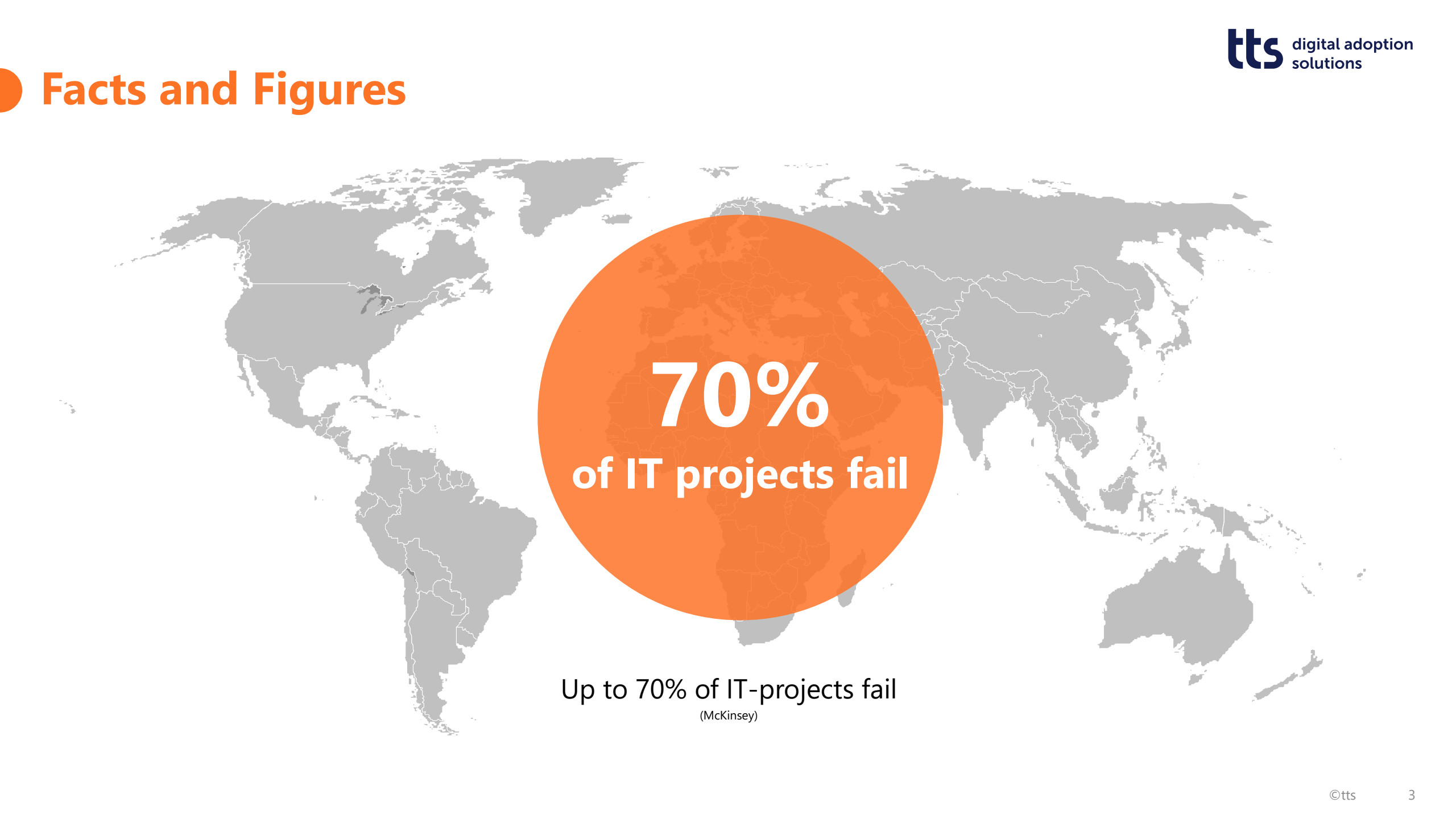
26.01.2023



Agenda

- 1 Waarom is performance support zo belangrijk voor uw medewerkers
- 2 Kies een DAS (Digital Adoption Solution) 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

Facts and Figures



70%
of IT projects fail

Up to 70% of IT-projects fail
(McKinsey)

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!



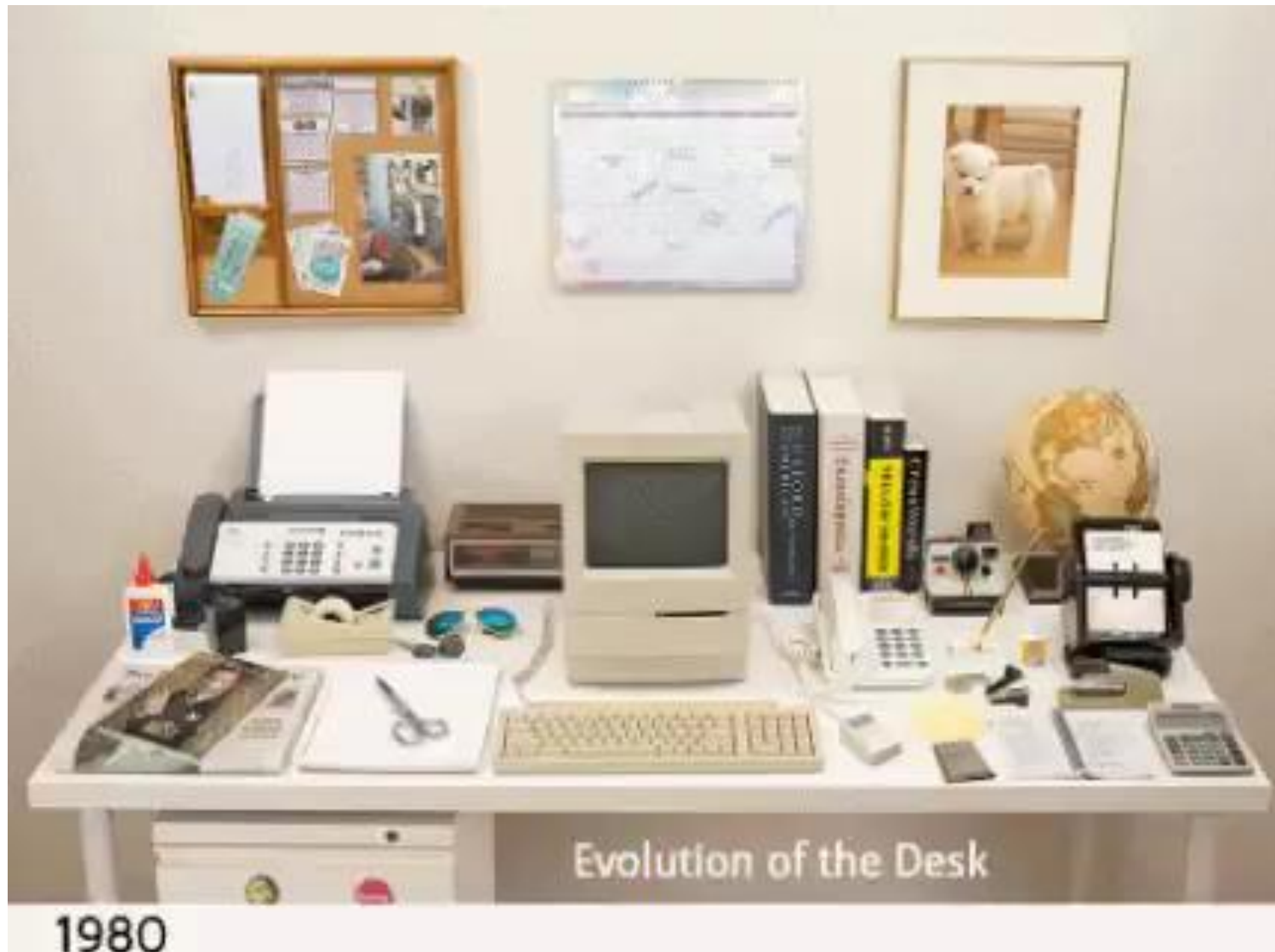
50% Success rate at finding what they need.

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.

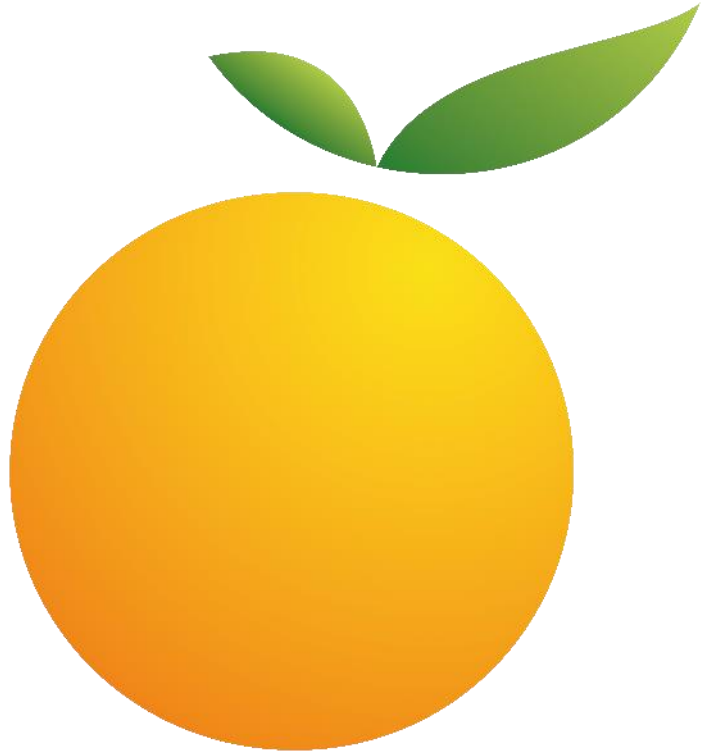


● Evolution of the desk from 1980:



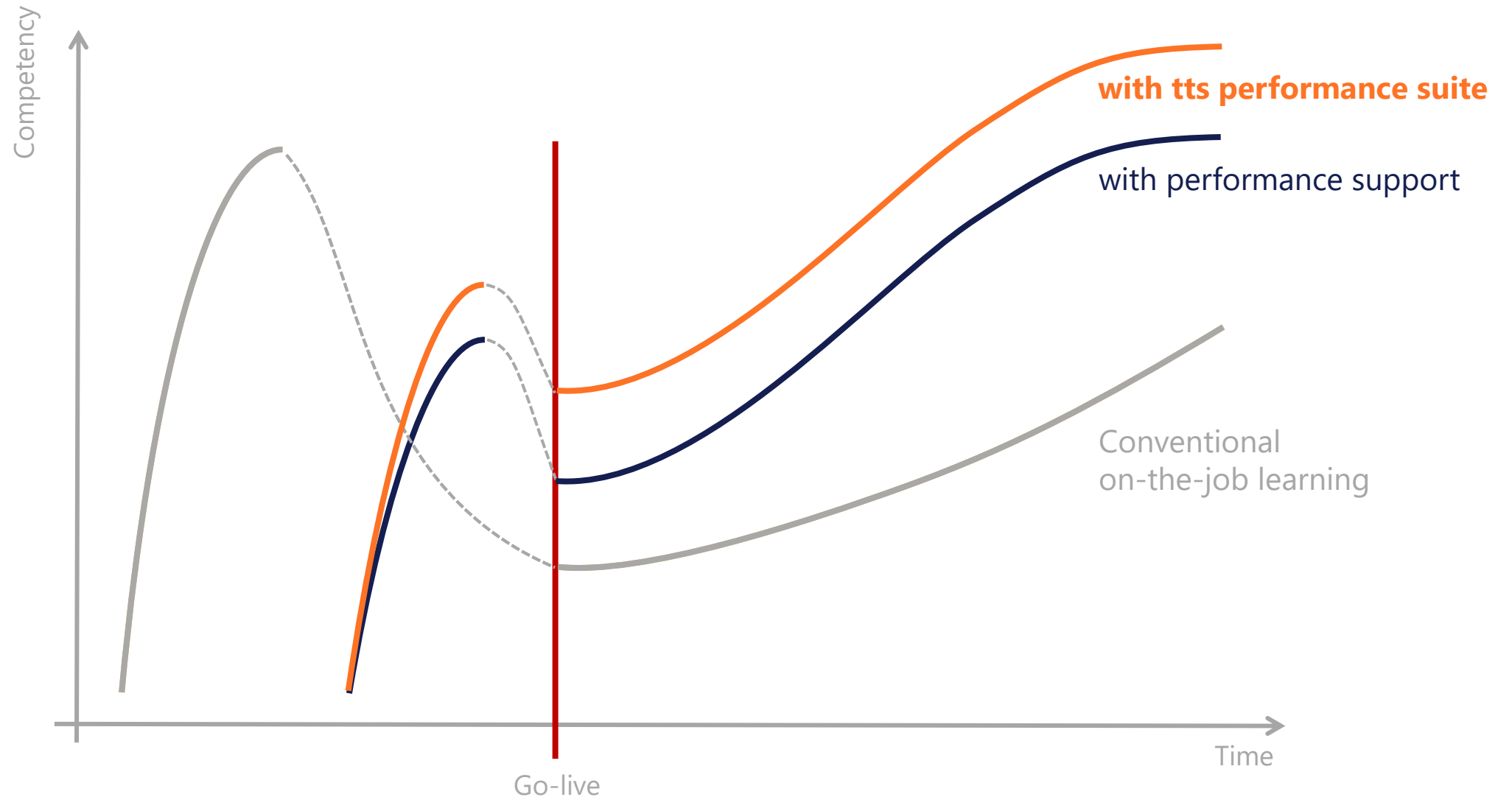


“User adoption is the key to any successful software operation.”

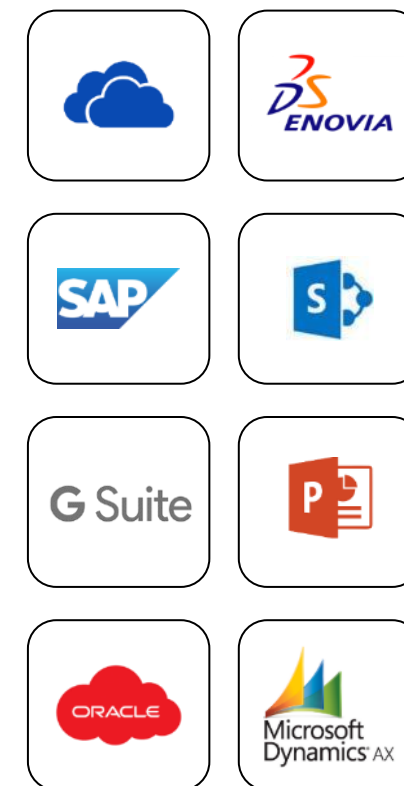


**“User adoption
starts when the
project begins.”**

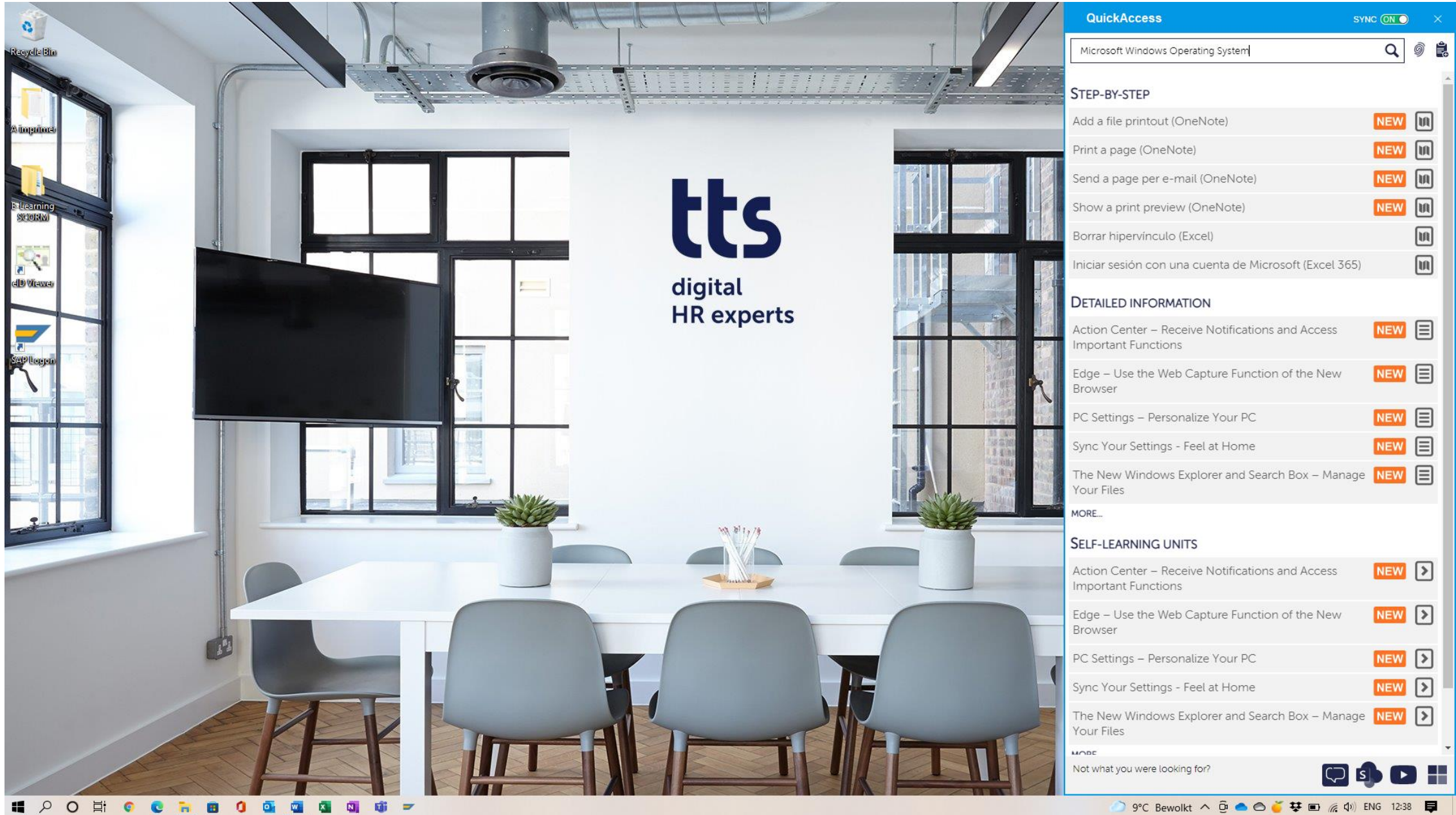
Preparation and Support of Change



End user access



Printscreen examples from the tts QuickAccess application



©tts 12

Printscreen examples from the tts QuickAccess application

AutoSave Off

Travel_expenses_form

Maximilien van der Vaeren

QuickAccess

SYNC OFF

FileHomeInsertPage LayoutFormulasDataReviewViewHelp

Paste

Clipboard

Calibri Light 12

B I U

Font

Wrap Text

Merge & Center

Alignment

General

Number

Conditional Formatting

Format as Table

Cell Styles

Styles

Insert

Delete

Format

Cells

AutoSum

Fill

Clear

Editing

Sort & Filter

Find & Select

Analyze Data

Analysis

Comments

Share

G3Cathrin Bell

A B C D E F G H I J

✈️

🚆

🚗

Travel expenses form

Name Maximilien van der Vaeren

Division Consulting

Period TT.01.JJ

Authorized by Cathrin Bell

Filing date 04/02/2022

Mileage Total

Date	Description of expenses	Flight costs	Acomodation	Public transport, rental car, taxi	Meals and tips	Conferences	Miles	Reimbursement	M
Total		0,00	0,00	0,00	0,00	0,00	0,00	0,00	

Travel Expenses

How to fill out the travel expenses form

1 Enter your Name in the field "Name".

Name Helga Schustereit

Division Accounting

2 Enter the Name of your supervisor in the field "Authorized by".

Authorized by Niklas Gasper

Filing date 16.08.2019

3 Enter the name of your division in the field "Division".

Name Max Mustermann

Division Accounting

4 Please enter 15.08.2019.

Division Consulting

Period 00.01.00

5 Start a new line for each day of your trip and enter the costs related to that day.

Date	Description of expenses	Flight costs
9		
10		

6 Describe the cost position.

Date	Description of expenses	Flight costs
9		
14.08.2019		

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

AutoSave ON

Travel_expenses_form

Search (Alt+Q)

Maximilien van der Vaeren

File Home Insert Page Layout Formulas Data Review View Help

Paste

Clipboard

Font

Alignment

Number

Styles

Cells

Editing

Analysis

G3

X ✓ f =

A B C D E F G H I J

✈️

🚆

🚗

Name

Maximilien van der Vaeren

Division

Consulting

Period

TT.01.JJ

Date

Description of expenses

Flight costs

Tips

Conferences

Miles

Reimbursement

M

0,00

0,00

0,00

0,00

0,00

0,00

0,00

Insert Function

Search for a function:

Type a brief description of what you want to do and then click Go

Go

Or select a category: Most Recently Used

Select a function:

SUM

AVERAGE

IF

HYPERLINK

COUNT

MAX

SIN

SUM(number1;number2;...)

Adds all the numbers in a range of cells.

Help on this function

OK

Cancel

QuickAccess

SYNC ON

Excel 365 Insert Function

STEP-BY-STEP

Insert formulas and functions (Excel 365)

Expand

Not what you were looking for?

Travel Expenses

9°C Bewolkt

ENG 12:43

Printscreen examples from the tts QuickAccess application

The screenshot displays the Microsoft OneNote application interface. The main window shows an 'Untitled page' with a ribbon menu at the top containing 'File', 'Home', 'Insert', 'Draw', 'History', 'Review', 'View', and 'Help'. The 'Home' ribbon is active, showing options for 'Clipboard', 'Basic Text', 'Styles', 'Tags', 'Email', and 'Meetings'. The 'Tags' section includes 'To Do (Ctrl+1)', 'Important (Ctrl+2)', and 'Question (Ctrl+3)'. The 'Meetings' section includes 'Email Page' and 'Meeting Details'. The main content area is empty, with a search bar at the top right of the page and a 'New Section 1' button. The bottom status bar shows the date 'Friday, 4 February 2022' and time '12:53'. On the right side, the 'QuickAccess' sidebar is open, showing a search bar with 'OneNote 365' and a 'SYNC ON' button. The sidebar is divided into several sections: 'STEP-BY-STEP' with tasks like 'Create a note during a conversation, an audio- or video call (Skype for Business)', 'DETAILED INFORMATION' with tasks like 'Plan a virtual meeting (Teams)', 'SELF-LEARNING UNITS' with tasks like 'Plan a virtual meeting (Teams)', and 'OFFICE WORKPLACE VIDEOS' with tasks like 'General overview'. The sidebar also includes a 'Work in the future' section and a search bar at the bottom.

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 a list of tasks, a "DETAILED INFORMATION" section with a list of topics, a "SELF-LEARNING UNITS" section with a list of units, and an "OFFICE WORKPLACE VIDEOS" section with a list of videos. The bottom of the screen 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

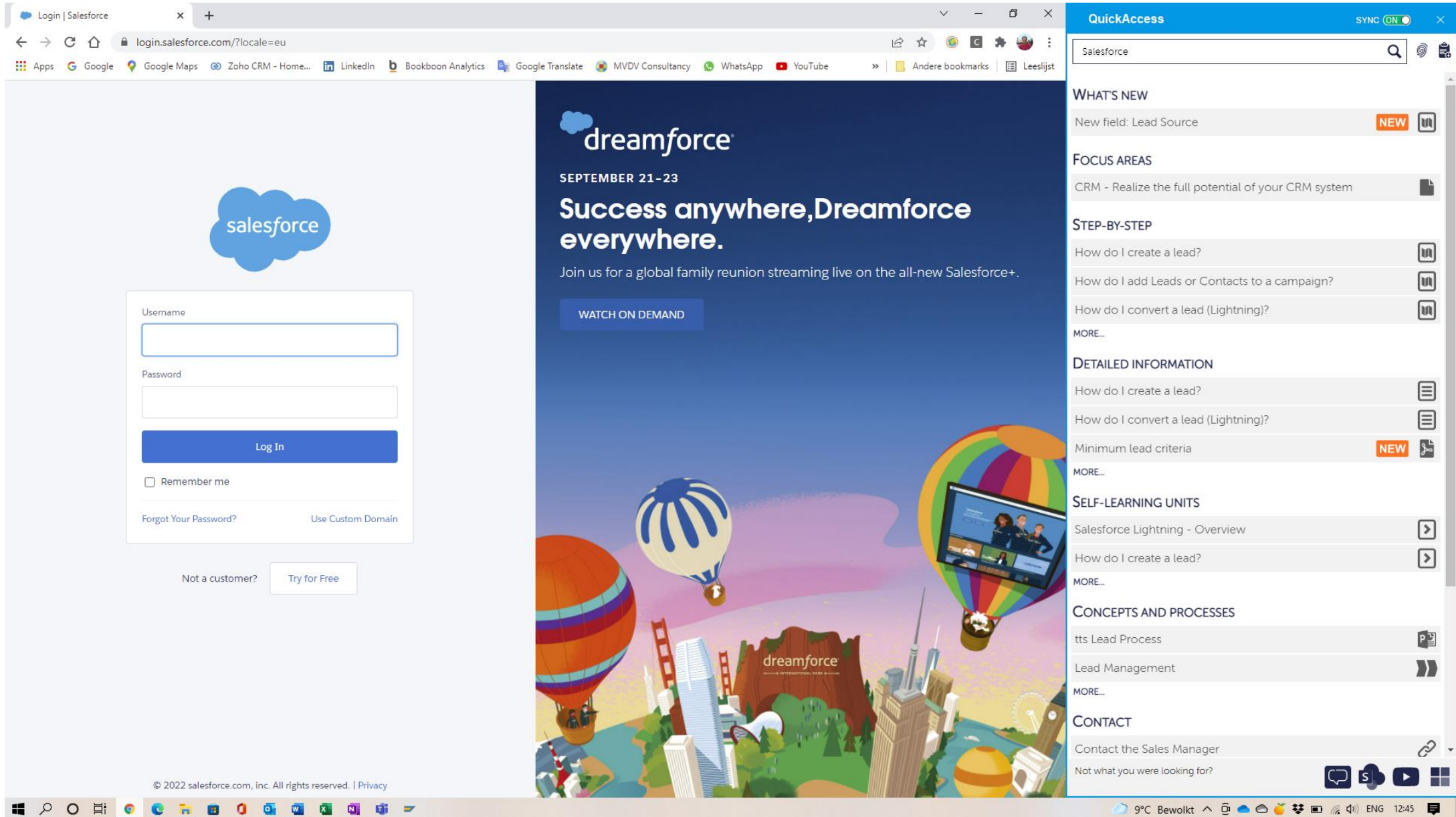
Printscreen examples from the tts QuickAccess application

The screenshot displays the tts QuickAccess application interface. The main area features a video player showing a tutorial for OneNote. The video content includes a stylized illustration of a desk with a monitor, keyboard, and a small notebook. The monitor displays the OneNote application with the text: "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." To the right of the video, there is a purple text overlay that reads: "Your company's Summer Event was a big success and has set the bar high for future events. After patting each other on the back, it's time for your team to begin preparing for the Winter Event. Ben will be the organizer, but he's a little old school when it comes to taking notes. As he pulls out a paper notebook, you let him know that he has an Office tool available: OneNote, the virtual notebook that the team can use to work together online. With OneNote, you'll discover that creating a notebook and making it available to your colleagues to work on is simple." Below the video player is a media control bar with a play button and a progress slider.

The sidebar on the right is titled "QuickAccess" and includes a search bar with "OneNote 365" entered. It is organized into several sections:

- STEP-BY-STEP**: A list of tasks with "NEW" tags and icons, including "Create a note during a conversation, an audio- or video call (Skype for Business)", "Create a OneNote-Note (Skype for Business)", "Send link to notebook, section or page as web view (OneNote)", and "Cr  r une annotation OneNote (Skype for Business)".
- DETAILED INFORMATION**: A list of topics with "NEW" tags and icons, including "Plan a virtual meeting (Teams)", "Task and Time Management", "Discover OneNote - Create a collaborative notebook", and "Collaborating with others - The integrated use of OneNote, Outlook and MS Teams".
- SELF-LEARNING UNITS**: A list of units with "NEW" tags and icons, including "Plan a virtual meeting (Teams)", "Task and Time Management", "Office 365", and "Discover OneNote - Create a collaborative notebook".
- OFFICE WORKPLACE VIDEOS**: A list of videos with icons, including "General overview", "Next steps", "The ideal day with Office 365", "Work in the future", and "Not what you were looking for?".

The bottom of the interface shows a Windows taskbar with various application icons and a system tray displaying the date and time as "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, providing a guided workflow for adding leads to a campaign. The workflow includes steps for selecting contacts, clicking 'Add to Campaign', selecting a campaign, clicking 'Update to the selected Member Status', and clicking 'Submit'.

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

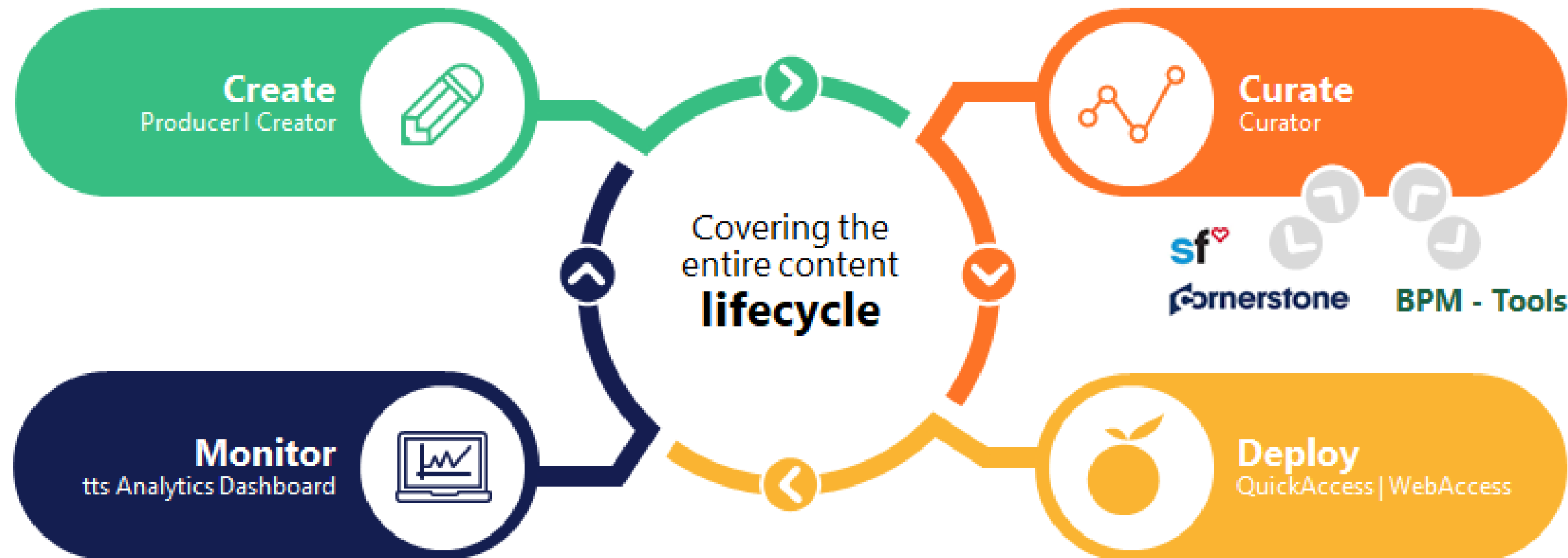
Exit transactions

CONCEPTS AND PROCESSES

Not what you were looking for?

The screenshot displays the SAP 'Create Sales Order: Initial Screen'. At the top, the SAP logo is on the left, and the title 'Create Sales Order: Initial Screen' is centered. Below the title bar is a navigation bar with a dropdown menu, a green checkmark icon, and several action buttons: 'Create with Reference', 'Sales', 'Item overview', 'Ordering party', 'Cancel', and 'More'. On the far right of the navigation bar are icons for a new window, a refresh, and an 'Exit' button. The main content area features the 'Order Type' field, which contains the text 'TA' and a small icon to its right. Below this is the 'Organizational Data' section, which includes five input fields: 'Sales Organization', 'Distribution Channel', 'Division', 'Sales Office', and 'Sales Group'. The bottom of the image shows a Windows taskbar with various application icons.

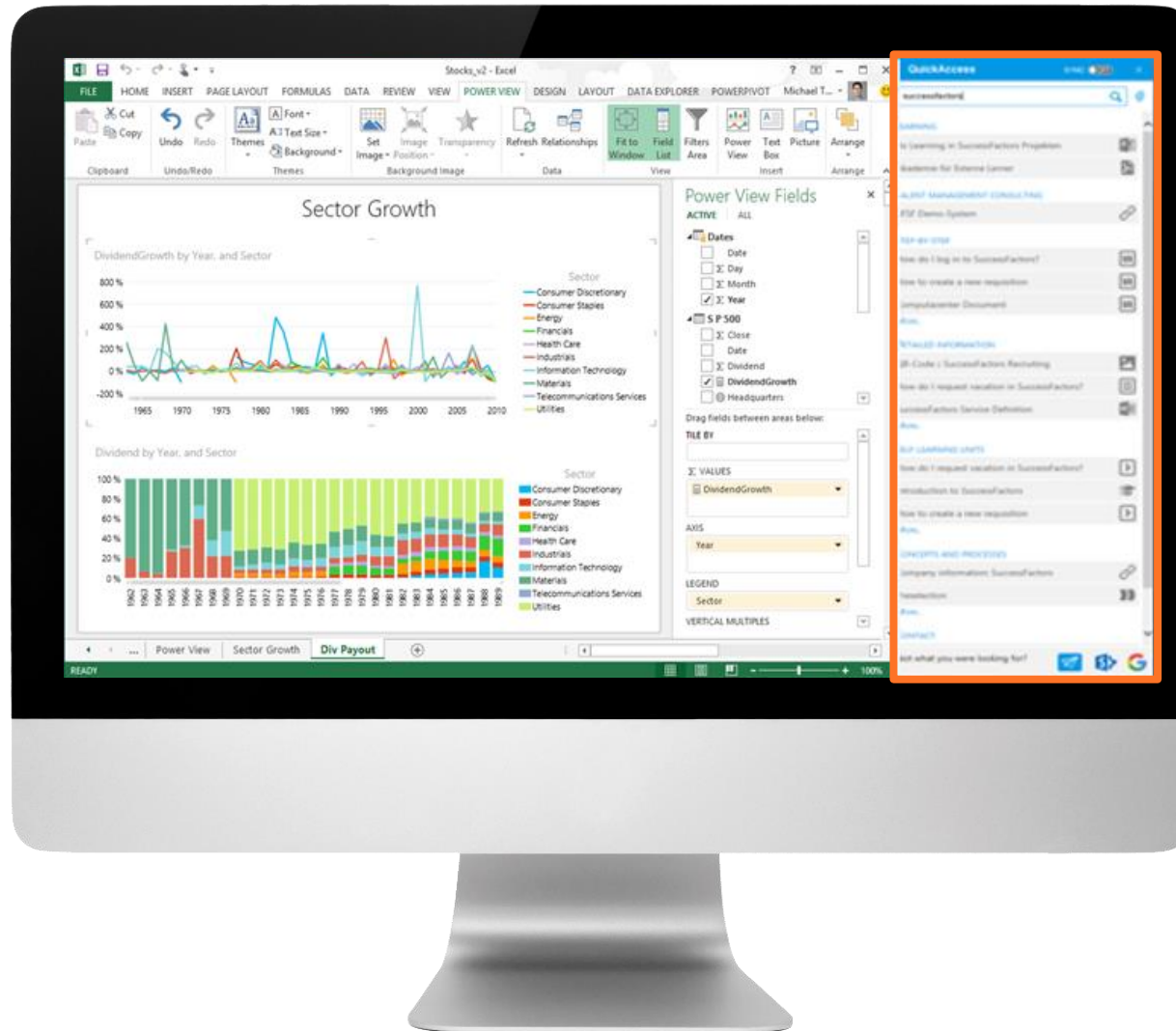
tts performance suite





Demo End User

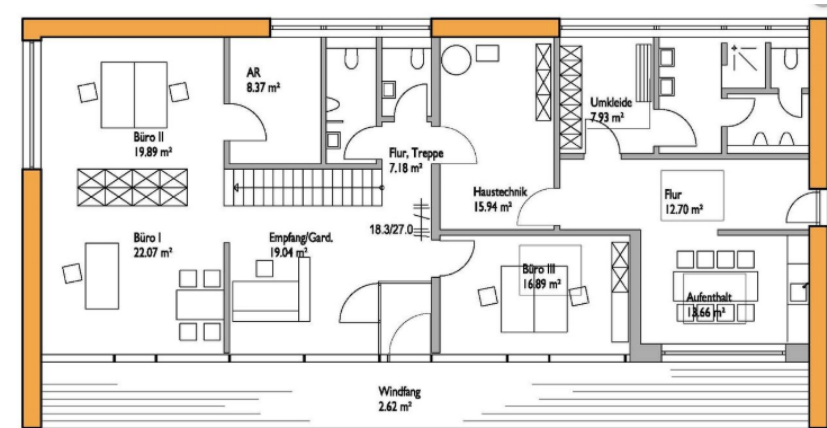
The tt performance suite allows contextual support for employees in the moment of need...



Knowledge will be provided for specific target groups – according to the principles:

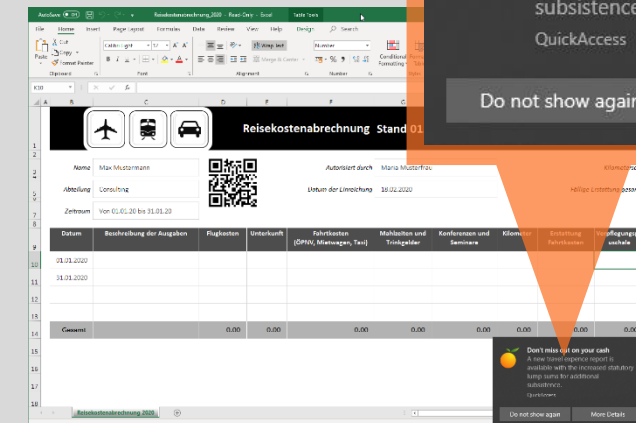
- ✓ The right knowledge
- ✓ In the right place
- ✓ At the right time

Mobile support scenario:



- ✓ How to change toner in this printer?
- ✓ How to book a conference room?
- ✓ How to use the tools in this room?
- ✓ Which department is working on this floor?
- ✓ How to fill in this form?
- ✓ Etc.

Special tts feature: Push Notifications for your employees



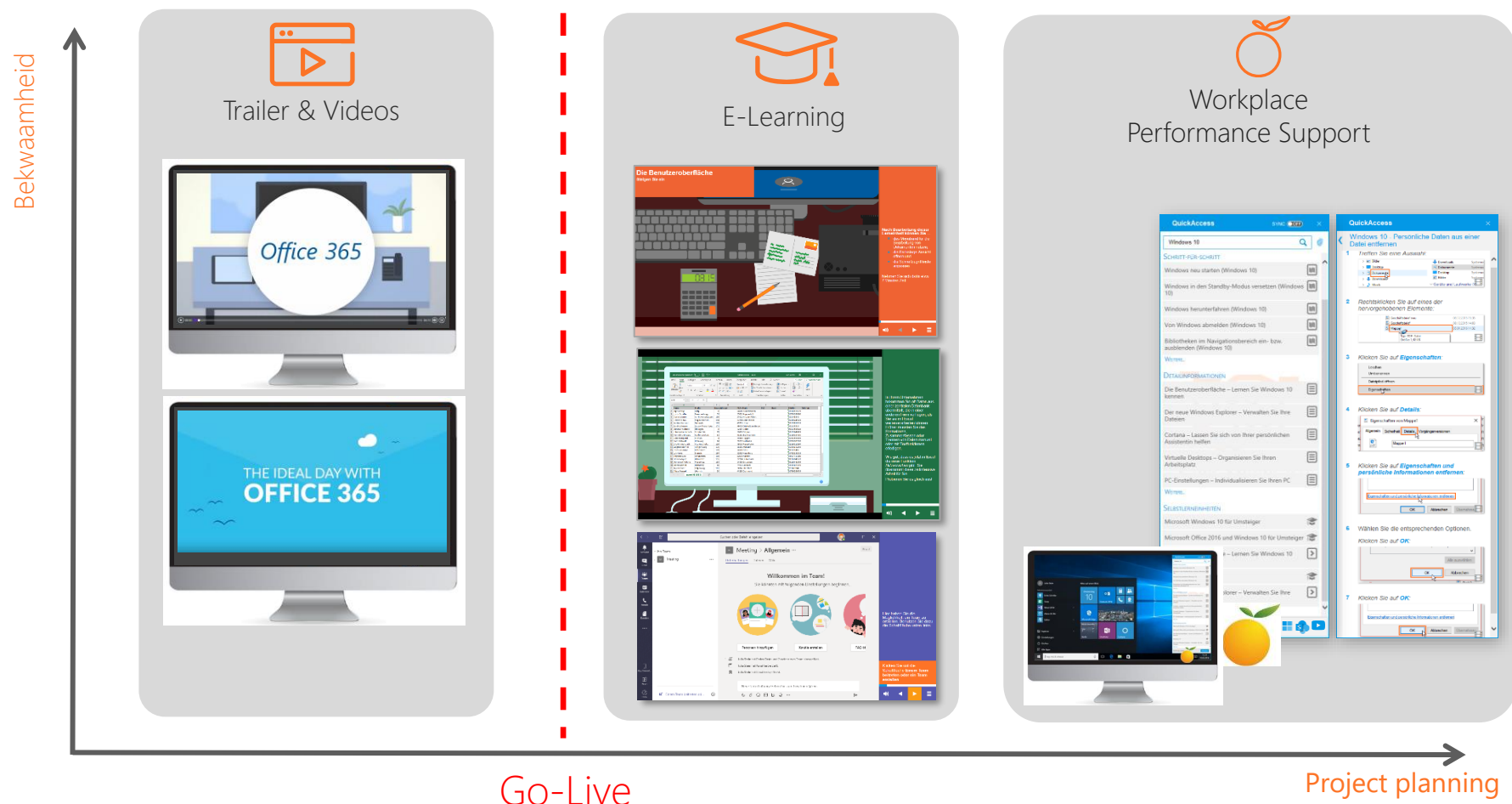
Push Notifications appear for defined applications or documents and provide actual business or IT knowledge

● 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



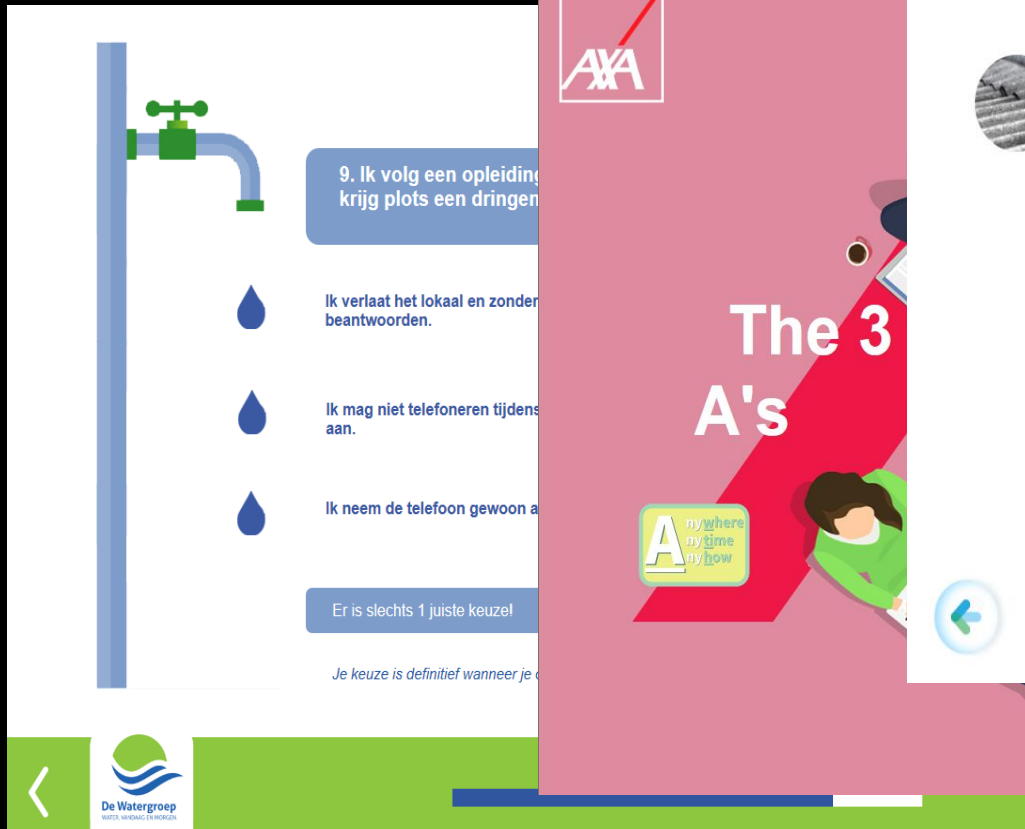


Demo producer & Curation

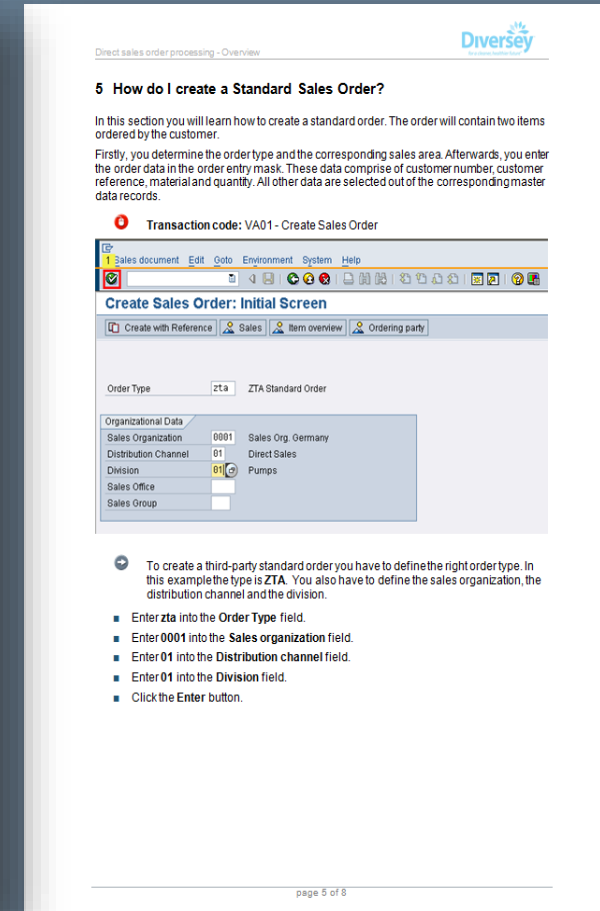
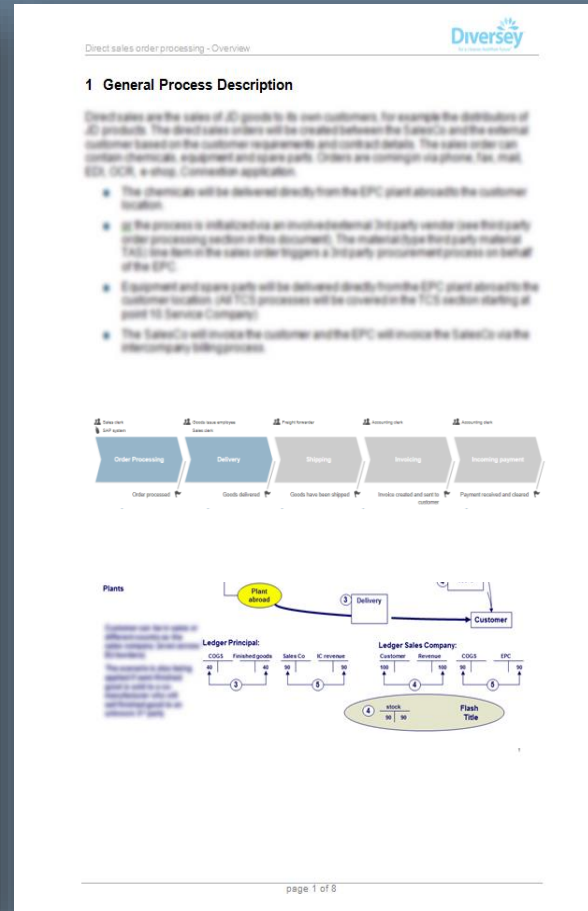
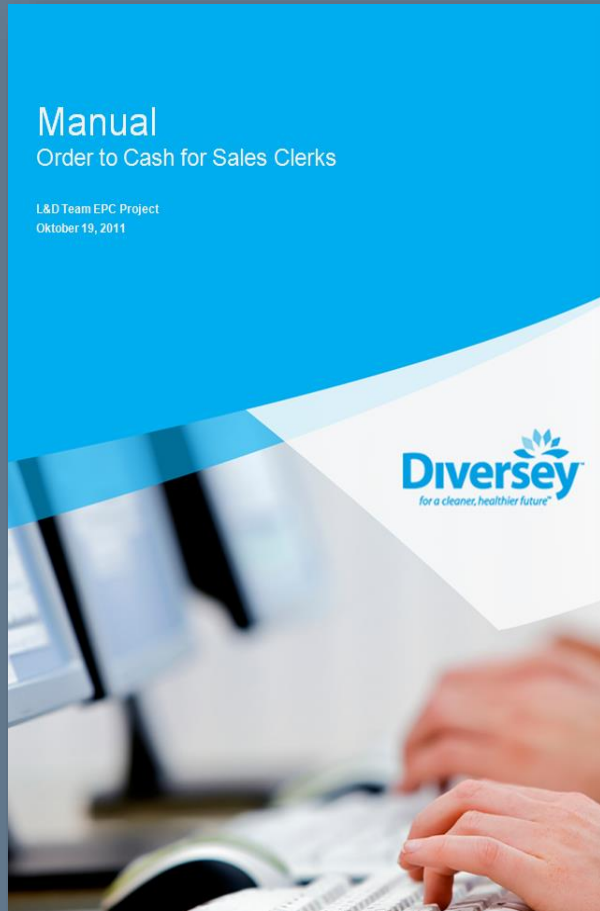


Authoring simplified by roles, templates and smart components.

- To ensure your content has a uniform look and feel
- To facilitate a quick & easy content creation procedure



Professionally lay-outed Documentation and Training Material



Content - ADIDAS

adidas GROUP

TRAINING PROGRAM – BASIC
/ RETAIL PROFESSIONAL

SHINE

01. Introduction to the Company
01.01 Welcome to the Team

RP

adidas GROUP

TRAINING PROGRAM

SHINE

TRAINING MODULES

- ▼ RETAIL PROFESSIONAL
 - ▼ BASIC
 - ▶ 01. Introduction to the Company
 - ▶ 02. Safety and Security
 - ▶ 03. Introduction to Retail and Our Retail Offerings
 - ▶ 04. Sales and Service
 - ▶ 05. Store Operations
 - ▶ ADVANCED
 - ▶ ADVANCED RETAIL PROFESSIONAL
 - ▶ STEPPING INTO MANAGEMENT

RETAIL PROFESSIONAL

01. Introduction to the Company	learn	read	test
01.01 Welcome to the Team	☒	☐	☐
01.02 Who we are	☒	☐	☐
01.03 What we stand for	☒	☐	☐
01.04 SHINE – Your Future in Retail with the adidas Group	☒	☐	☐

adidas GROUP

TRAINING PROGRAM – BASIC
/ RETAIL PROFESSIONAL

SHINE

Reebok

Overview of Reebok

Started in 1958 as a companion company for J.W. Foster and Sons, which had been manufacturing sports footwear in the UK since the 1890's, Reebok has its share of accomplishments in sporting goods history. In January 2006, adidas-Salomon AG acquired Reebok, forever altering the worldwide sporting goods industry landscape.

Inspired by its roots in sport and women's fitness, Reebok is a global brand that is committed to developing innovative products which will allow Reebok to own Women's Fitness, challenge the Men's Sport category and revive its Classics heritage. provide you with enough information to enable you to share the pride we all feel being involved with such an iconic group of brands.

You have completed the „Introduction“ section. Proceed to the „Content“ section starting on the next page for knowledge relating to the learning objectives.

RP Introduction to the Company / Welcome to the Team

adidas GROUP

FINAL QUESTIONNAIRE

SHINE

Instructions:

Answer all multiple choice questions below. For each question, there is only one correct answer. Pick the option that represents the best answer to the question.

1. The adidas Brand celebrated its 60th anniversary in:

- ☐ a) 2009
- ☐ b) 2008
- ☐ c) 2005
- ☐ d) 2000

2. Which company below does not belong to the adidas Group?

- ☐ a) Rockport
- ☐ b) Columbia Sportswear
- ☐ c) Ashworth
- ☐ d) TaylorMade

3. On which sport category does Reebok put special emphasis?

- ☐ a) Outdoor
- ☐ b) Winter Sports
- ☐ c) Women's Fitness
- ☐ d) Since 1982

You have completed the „Introduction“ section. Proceed to the „Content“ section starting on the next page for knowledge relating to the learning objectives.

SIM Personal Effectiveness/ Time Management Skills

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:



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



illustration: DAS technology

85% of car drivers use a GPS



Only 5% of professional PC users have a DAS solution

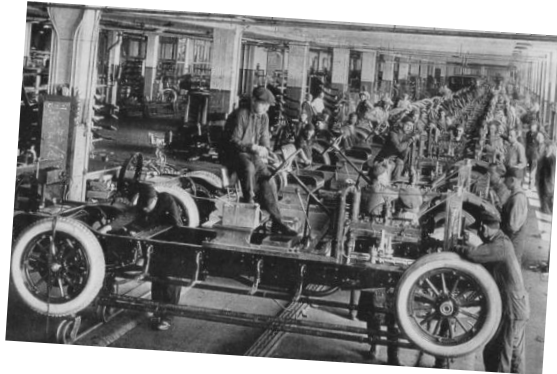


Less training upfront.

More training on the job in the moment of need.



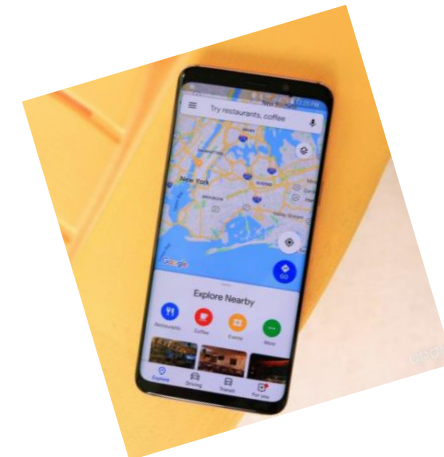
THE FUTURE IS DIGITAL!



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

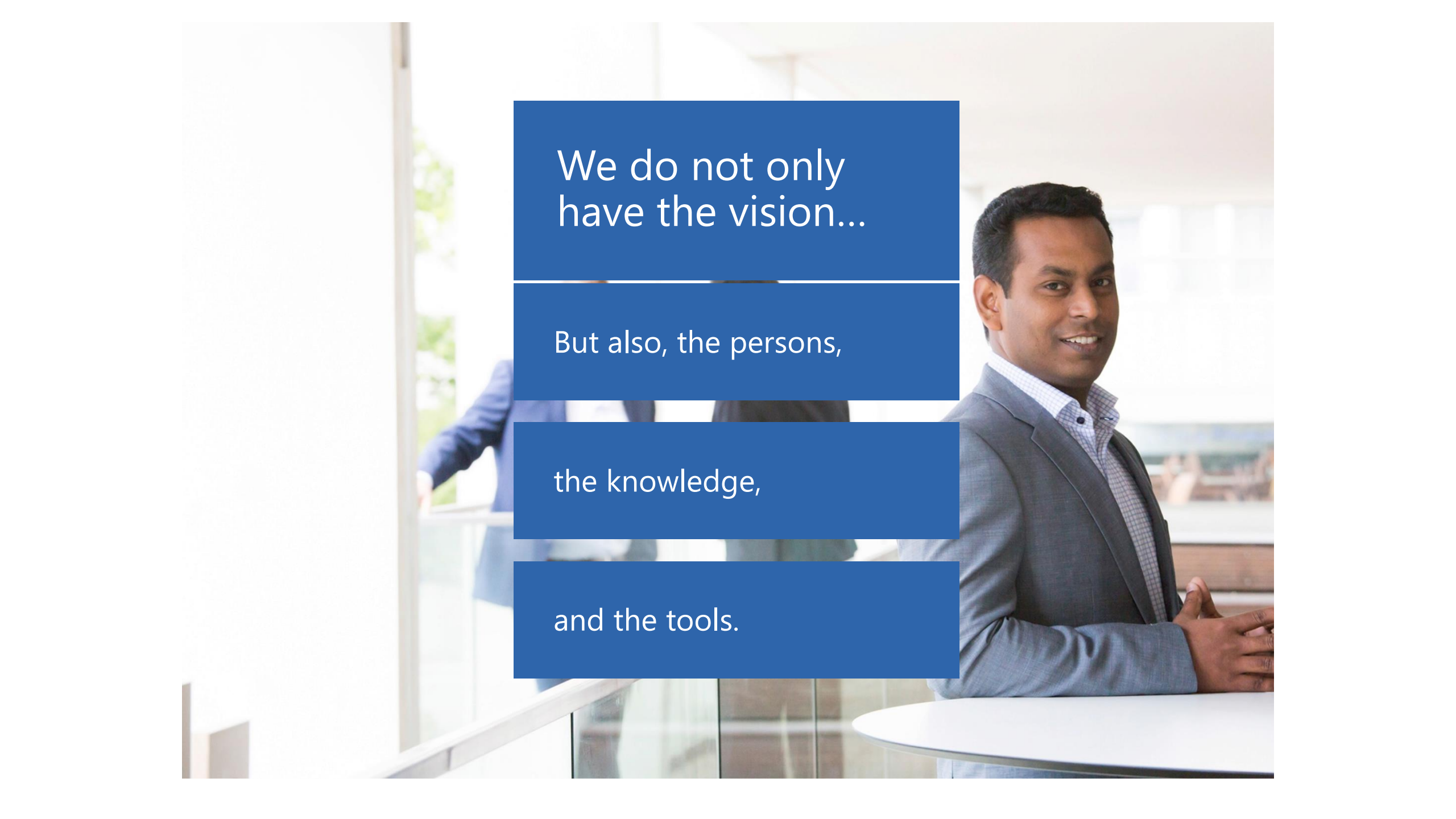


Is your company ready to go digital ?





Are you ready to jump in?

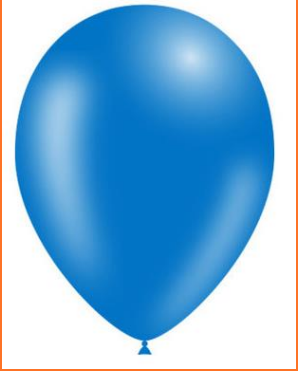


We do not only
have the vision...

But also, the persons,

the knowledge,

and the tools.



➡ Voor al uw vragen:
Blauwe ballon!

Thank you

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