

Opus Case Study



GLOBAL SYSTEM INTEGRATOR

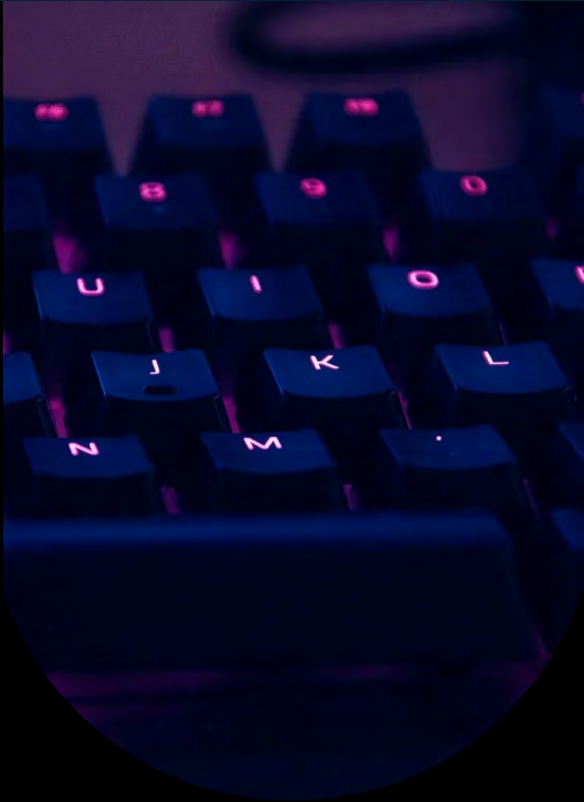
Cutting through complexity to achieve client value



Partner, Human Capital Management



Improving the speed to proficiency during technology-driven transformation programs and sustaining that performance beyond initial deployment is critical to our clients' success.



Key Results

8
Projects in the last year

300,000+
Users on those projects

7
Applications involved





Highlights include

- 8 projects to date on 7 core applications: Workday, Epic, SAP, Oracle, Salesforce, UKG, iValua
- Over 300,000 users involved in those projects
- Thousands of processes documented
- Hundreds of client SME's involved in creating and maintaining Opus content
- Opus supports all languages needed



This global systems integrator (GSI), with 265K+ employees and over \$34B in revenue, manages some of the most complex system implementations in the world. Applications in scope include Workday, Epic, SAP, Oracle, Salesforce, UKG, iValua and custom applications. The Human Capital Management practice has coordinated the partnership with Epilogue, bringing Opus into their own engagements as well as projects in other practice areas. The initial focus was North America but extended to Australia/New Zealand with EMEA to follow.

Previously their Human Capital Management practice utilized blended training with traditional documentation and learning development tools and mix of training methods. As digital adoption platforms (DAP) became more well known in the late 2010's, they began incorporating digital adoption tools and approaches on reactively based on client preference or the existence of a digital adoption tool already at the client. In 2021, a decision was made to identify the best digital adoption tools to formally incorporate into a revised methodology. They determined that incorporating this technology into their methodology was critical to delivering world class solutions to their clients.

The HCM practice invested time and resources into qualifying the best tools for their client base and evaluated leading tools such as WalkMe, Whatfix, uPerform and Opus.

The objectives and criteria for their selection solution were:

- Full range of pre- and post-go-live documentation and content
- Ease of use for HCM consultants and client subject matter experts
- Speed of use to support high volume content development on complex projects with compressed timelines
- Rapid, easy and intuitive deployment to clients
- Extensibility across the client's entire tech stack



Their assessment and proof-of-concept trial process involved a pilot project at a dental products manufacturing company supporting SAP and at a national bank supporting Workday. This led to their selection of Opus as the enabling digital adoption technology. Opus provided the ability for their consultants and client personnel to generate bespoke software documentation and digital adoption content at volumes and speed not achieved with other digital adoption platforms. Opus provided them an efficient and cost effective way of bringing enterprise digital adoption to their clients.

Today Opus' capabilities are well known throughout the North American and Asia-Pacific practices and spreading to other geographies. Their onshore/offshore centers of excellence have also gained deep experience in Opus and created

“We are building Opus into our adoption approach to meet increasing market demand because integrating a product like Opus is central to meeting our client needs.”

Partner, HCM Practice

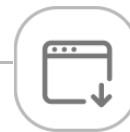


Productivity



Total Cost of
Ownership

Opus drove the cost per
content down dramatically.



One Technology

The Systems Integrator
was able to build a
solution with a single
technology to accomplish
the pre- and post go-live
needs for their
customers.

EXPLORE MORE CASE STUDIES



Vertiv



Michelman Inc



Methodist Health System

Canon
CANON MEDICAL

Canon medical

**Increase user
productivity**

**Reduce business
cost**

**Enable customer
success**

**Schedule a call with one of our
digital adoption specialists.**