Opus Case Study

GOODRIDGE LTD.

Multiple business units, applications, geographies, languages

Paul Butterworth
Global Director of Information Technology

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Opus allows us to have a lean content development process, using the global SMEs to author the content

Key Results

3 WEEKS

Implemented Opus in under 3 weeks in 2023

3 – 4 – 7

3 enterprise apps
4 geographies
7 business units

Competitors

8 competitors assessed and tested, Opus selected

Highlights at Goodridge

- 7 business units in 4 geographies requiring 7 languages

- Principle applications include Infor XA, Systems 21 and ADP Payroll & HR

- Content creation by business unit Subject Matter Experts

- Oversight by the Global IT Project Team

- 9 digital adoption platform vendors assessed, Epilogue Opus selected

Goodridge Limited is a privately held, worldwide leading manufacturer of performance fluid transfer systems. This dynamic private Company manufactures at ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability and outstanding service.

In 2021, Paul Butterworth, the Global Director of Information Technology, knew that their Infor rollout needed adoption support to assist their employees in their core systems such as Infor XA, System21 and ADP Payroll & HR. The initial phases involved Germany, Japan, Italy and USA, requiring a variety of languages (English, French, German, Spanish, Italian, Dutch, and Japanese) with the objective of enabling employee self-sufficiency in the user of the key systems in Finance, HR, Manufacturing, Logistics, Materials, QA, and Supply Chain Management.

Butterworth had his team perform trials with all vendors, producing sample educational, end user support and change content for their key applications. Butterworth's two most important criterion was the ability to easily create and maintain content in multiple languages by the business unit SMEs and easy consumption of that content by the employees of those global business units. In the end, Butterworth and his team selected Epilogue Opus over other digital adoption platform competitors, including Infor's own EPAK, Adobe Creative Suite, Ancile uPerform, Datango, Oracle OGL, TTS, Whatfix, and Walkme.


Because of Butterworth's prior experience with various digital adoption platforms combined with Opus' ease of provisioning and set up, Goodridge was able to implement Epilogue Opus in under 3 weeks in 2023 and quickly onboard a large number of Subject Matter Experts creating content in Opus for their targeted applications. Also important was the ability for Opus to be used on any other IT application at Goodridge.

"We took advice from our long standing IT partners and tested all offerings very thoroughly, and because of the content was 100% web based with Opus stored in one location via AWS, as well as the ability to use the Opus Content Library like an LCMS, the decision was to select Epilogue was made". Butterworth continues, "Opus allows us to have a lean content development process, using the global SMEs to author the content, then my team reviews, edits and publishes from one screen and all the Opus outputs are updated in all the necessary languages. Additionally, Opus also allowed the creation of eBooks very easily."

Butterworth continues "The Goodridge IT Security Team are focused on keeping all the system data and information safe, and our due diligence to protect this data for thousands of customers meant that the IT security team was heavily involved at every step."

Goodridge selected Opus due to its ease of use, just-in-time in-application user support, centralized and standardized content, eBook creation, simulations and language conversion.

The key to accelerating your digital adoption
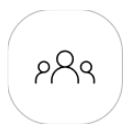
Available to all users at their moment of need
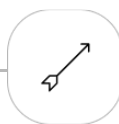
Task guidance delivered in-application

Reduce time to proficiency for employees

Easy onboarding for new employees

Reflects actual deployed system and processes

No end user disruption

EXPLORE MORE CASE STUDIES

Vertiv

Acme brick

Methodist Health System

Canon medical

Increase user productivity

Reduce business cost

Enable customer success

Schedule a call with one of our digital adoption specialists.