

Opus Case Study

Epilogue Systems

PCL – Oracle UPK bulk content conversion to Opus success



Opus allows us to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated : the Opus Solution also migrated all our UPK content in bulk in minutes with a high fidelity.

Landon Gross



Key Results

Under 3 Weeks

Implementation Time

Over 1400

UPK converted

Multiple

Languages Supported



Highlights include:

- Opus is now the JDE end user support platform for all staff.
- Replaced UPK in 2023 in under 3 weeks.
- IT Applications include JD Edwards, MS. Dynamics, Salesforce, & Compass Software.
- PCL have over 1400 converted Assets.
- PCL are using Opus Follow Me for live In Application Support.
- Opus will support multiple languages including Spanish and French Canadian .

The PCL family of companies is a group of independent general contracting construction companies in Canada, the United States, Australia and the Caribbean. PCL has headquarters in Edmonton, Alberta, Canada, with the United States head office in Denver, Colorado. This multi-billion dollar organization has over 5,000 employees & contractors, and multiple Enterprise IT Applications.

In December of 2023, Mr. Landon Gross, the Manager of Finance Business Systems Support knew that their existing eLearning solution Oracle UPK was coming to the end needed to be replaced as Oracle had ended their support and he needed a solution to assist their employee base using IT Applications such as JD Edwards. Gross considered tools such as Ancile uPerform, OGL, Datango & Clicklearn, but settled on Epilogue Opus and his Team started testing in February of 2024. PCL had over 300 UPK Topics plus 1100 related pieces of content that needed to be converted, as they had sunk a lot of time and money in creating these materials.

Gross tasked his Team with producing all educational, end user support and change content for their JDE installations across all business units, focusing on having all employees become self-sufficient on support in Finance, Manufacturing, Logistics, Materials, QA, and Supply Chain Management. Gross knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those 6 JDE areas.



Having used Oracle UPK extensively, PCL were able to implement Epilogue Opus in under 3 weeks in 2024 and have lots of Subject Matter Experts creating content in Opus : a testament to the effectiveness of Gross's Team in change management and change communications. Looking forward with Opus there are no restrictions to use Opus on any other IT Application at PCL , such as Salesforce, Best, Microsoft Dynamics, Compass & other Oracle Applications.

PCL also looked at other solutions including Adobe Suite, Whatfix, TTS and WalkMe, and states "We took advise from other UPK Users and tested all offerings 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 as an LCMS, the decision was straightforward". Gross continues "Opus allows us to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated : the Opus Solution also migrated all our UPK content in bulk in minutes with a high fidelity" Gross continues "Opus was also the clear choice on UPK conversion, in testing and security. In fact, some of the competitors we looked at to Opus do not have a true UPK converting process, which was a factor for PCL".

Gross continues "The PCL IT Security Team are focused on keeping all the system data and information safe, and our due diligence for the thousands of end users meant that the IT Teams were heavily involved at every step". PCL also have planned to utilize Opus on Readers and Tablet PCs throughout the business units.

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PCL likes the ease of editing in Opus, UPK conversion utility & language conversion functionality.

Additional training benefits include Quizzes & Tests on competency of manufacturing employees, as well as Sandbox access via Opus Simulations.

Digital Adoption Business Transformation

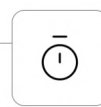
PCL had several Key Business Objectives including migration away from Oracle UPK and increase user adoption. These objectives were mirrored in Learning offerings:



Training covers all employees on a variety of Applications



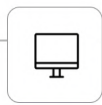
Training material available close to Go Live & Post Go Live Dates



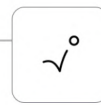
Reduce time to proficiency in employees, both existing and new hires



Self-support in the IT Applications for new employees

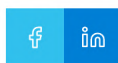


Training uses IT Application system screen



No end user disruption in migration from UPK

PCL evaluated other learning solutions such as ANCILE uPerform, Captivate and Datango but after due diligence settled on Epilogue Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and bulk conversion of Oracle UPK.



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Epilogue Systems, Inc. is a B2B software company and our product, Opus, is a Digital Adoption Platform (DAP) made for the size and complexity of the Enterprise market. Fast, simple, affordable.

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