



Empower
Your
Users

PeopleSoft® 9 End User Readiness Solutions



Designing an Effective Learning Strategy

Whether you're planning an initial or an upgrade implementation of PeopleSoft® 9, there are two critical components of an effective learning strategy: user training and on-going performance support. RWD analyzes your company's needs in a disciplined process and develops a tailored, comprehensive solution that focuses on your business processes and is customized for your end users. Developing training that replicates real life situations will ensure your users' success. Our performance-based solutions provide your end users with the skills and tools they need to perform daily operations and the confidence needed to execute those operations effectively.

A Targeted Approach to End User Training

The sooner your workers can get real work done using PeopleSoft 9, the sooner they can be productive – and the sooner you begin to see significant productivity and efficiency gains from your investment. RWD uses a comprehensive adult learning approach to ensure that real learning takes place during training sessions and that your users have the information they need to successfully perform their jobs. With experience gained from over 1000 successful enterprise system implementations, we blend state-of-the-art tools, technology, and services to create a unique Oracle solution for your organization.

Effectively Transitioning Users to PeopleSoft 9

You're upgrading to a new version of PeopleSoft and wondering how to effectively transition your user base from one version to the other. Depending on the level of complexity, it may be as simple as a navigation course and some delta training or large enough to warrant a comprehensive training solution. Either way, RWD can help you manage the change and ensure your employees are capable of working in the new system.

PeopleSoft® 9 End User Services Include:

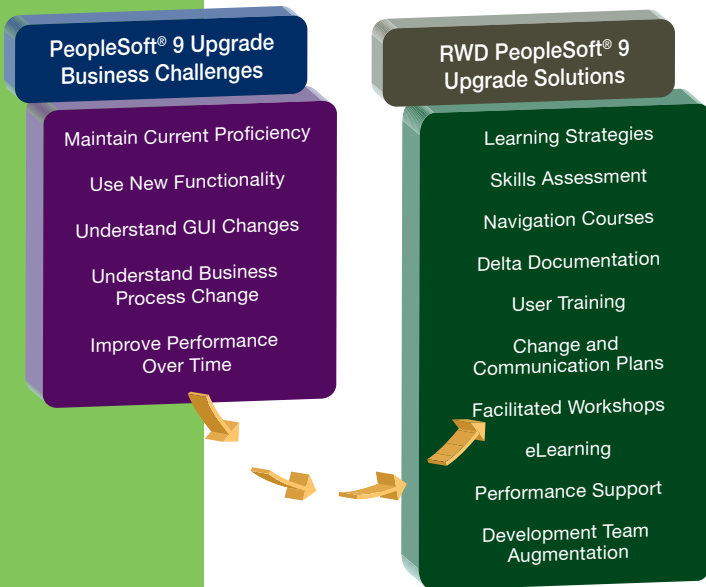
- Learning Strategy Development
- Business Process Optimization
- End User Training
- End User Documentation
- Electronic Performance Support Systems
- Online Help
- UPK Customizations
- Simulations
- eLearning
- Communities of Practice



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Identifying and Managing Key System Changes

RWD focuses on the change in GUI, change in business processes, user knowledge and proficiency and your current training materials. We provide the documentation and training necessary to enable your users to continue to be productive and effective in an upgrade environment. RWD helps you deliver the right amount of training, at the right time, in the right format. Our years of experience and exposure to multiple client upgrades, allows us to craft a solution to meet your exact needs.



Understanding the Complexity of the Upgrade

RWD provides the experience and tools to support the unique needs of each individual upgrade. We offer a range of strategies — from a basic upgrade solution that addresses low impact, “technical” upgrades where minimal change is anticipated and the primary focus is on differences in the ERP GUI, to more comprehensive solution where there are significant changes to the ERP functionality and related business processes. Knowing what issues you face is critical in determining the level of effort and tools required to implement a learning strategy that will meet your needs.

Benefits of an RWD PeopleSoft 9 Upgrade Solution

- Reduced Time to Competency
- Increased User Efficiency
- Reduced Development Costs
- Cost-saving Staffing Options
- Proven Project Management Methodology

Designing an Effective Solution for a New Implementation or Upgrade to PeopleSoft 9

In order to ensure the most cost-effective solution, RWD has developed unique and flexible staffing models. Because many organizations possess the requisite training development expertise in-house, we offer the flexibility to meet your specific project resource needs and help reduce your overall costs. From designing a training strategy, to development team augmentation, to complete project implementation, an RWD upgrade solution will help you seamlessly upgrade from one version to another.

To learn more about our PeopleSoft 9 End User Readiness Solutions, contact us at info@rwd.com or visit our website www.rwd.com.