



RESITE SP

The Learning Curve on Learning?

How a major oil and gas provider prompted Insite Objects to create RESITE SP.

RESITE SP Benefits:

- Access relevant help without searching
- Centralize your help
- Get help whether online or off
- Reduce Help Desk burden

In late 2005 while doing a regular check-in with one of Insite Object's long time oil and gas clients, it was discovered that their employees had access to the following forms of refresh training and support:

- Two LMS/CMS systems
- Twenty one different help formats
- Four different training formats
- Untold support formats

"It takes my people so much time to find where to go for help, they don't even try! We have a different method for Desktop Apps than for SAP than for SAP Portals. They all look and act differently. We have a learning curve on learning!"

-- Training Manager

Insite saw the need for the ability to pool training and support resources into one central location. By making the application smart enough to sit in the background and pull help relevant to whatever application a user was working on, users wouldn't have to search anymore. Further research lead the development team into creating a look and feel that was similar to desktop and web search.

Insite's success in SP revolves around its ability to quickly find help whenever it's available, whether connected to the network or out in the field. By working on linking users to content in rapid fashion, help time reduction reached 23%.

Development also realized the importance of making SP unique to the user, and created a Favorites tab. In this manner they strove to achieve near total reduction in redundant searches for help.

Through the development of SP, continued work is being done today on the entire RESITE Performance Suite; with the goal of bringing all RESITE products into an easy and integrated format in order to pass along information at a rapid pace.

