

KNOWLEDGE, PRONTO



TT ACCELERATOR

Your business processes have been clearly defined, the software mapping successfully executed, and everything runs like clockwork. Success now depends on the users understanding and mastering all of the system's capabilities. Training is just one side of the story. Access to customized reference documentation, which can help users get out of tricky situations or deal with unfamiliar scenarios, is at least as important.

To this end, TT Accelerator – as an Electronic Performance Support System (EPSS) – makes any required content automatically available via a portal or online help. As a result you can ensure that all of your users exploit a system's potential to the full.

01_HERE AND NOW

User support works best where it is most needed: at the workstation. That's why TT Accelerator seamlessly integrates your documentation as context-sensitive online help within your applications, whether it's an ERP front end, a Windows application or a web-based service. Thanks to QuickAccess^{TT}, users waste no time trying to find answers; they find the right information at the push of a button.

02_KNOW AND UNDERSTAND

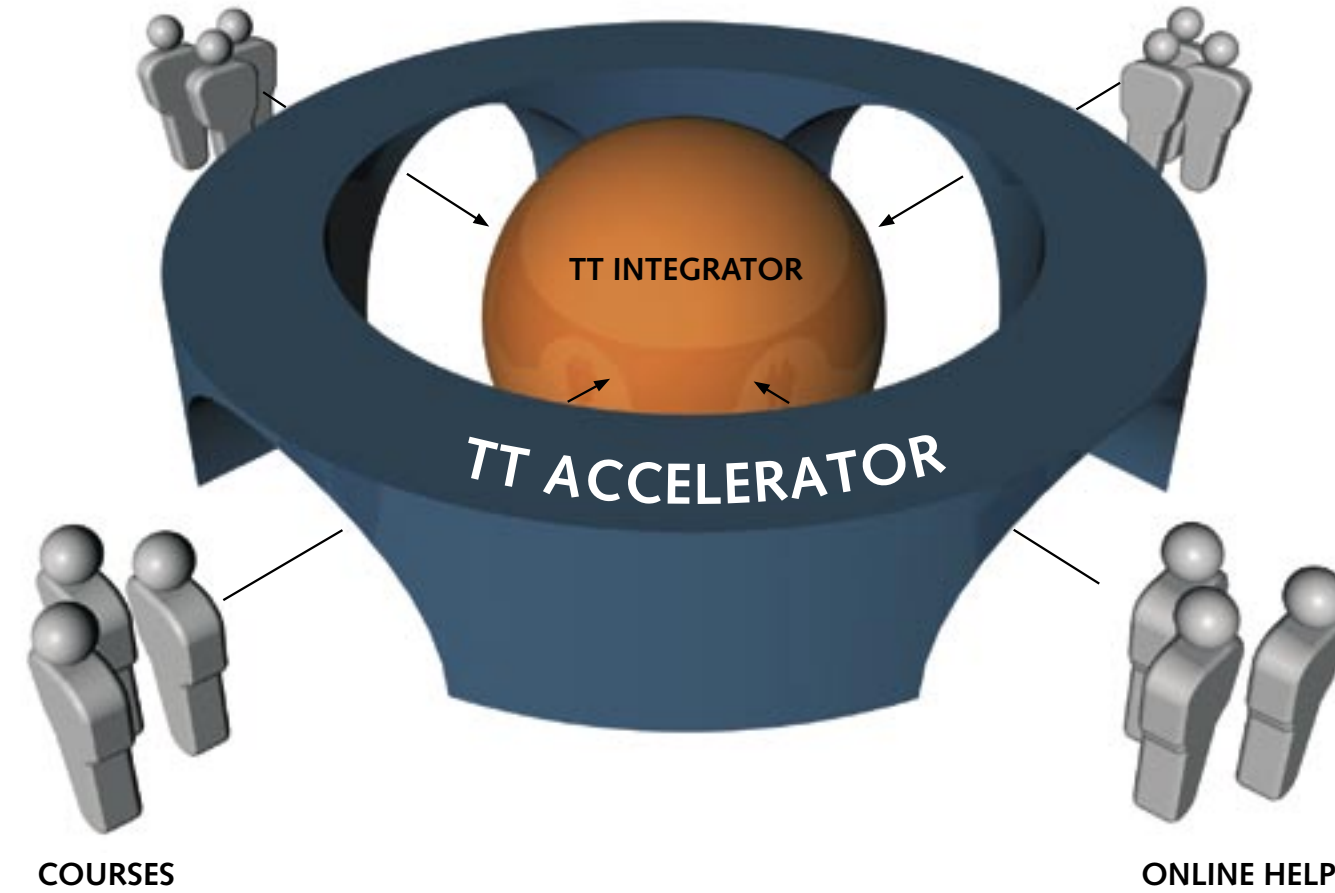
Quality online help alone is not enough. For instance, new employees who are being coached in the system want to understand contextual relationships and require background information and commentary. With TT Accelerator, you can therefore show process sequences, offer web-based training or build up a directory of specialized information.

03_ALL ROADS LEAD TO ROME

No matter how varied the paths taken by users through online help and the knowledge portal, all the content is based on the integrated pool of knowledge created by TT Integrator. As soon as you release TT Integrator content for publication, it becomes available to users: without delay, without complex distribution mechanisms. In this way, the users are always up to date.

BUSINESS PROCESSES

PROCESS ROLES



04_IN THE PICTURE AND UNDER CONTROL

The navigation structures of TT Accelerator are based on the drill-down principle. That means it always offers an overview first, before the user delves deep into a theme or process. In this way users can decide for themselves the amount of information needed in a particular situation, without losing sight of the big picture.

05_SHORT AND SWEET

It goes without saying that a knowledge portal offers a wealth of information; especially when it depicts a company's entire process landscape. To ensure that the user nevertheless lands directly at the right spot, TT Accelerator filters information according to user roles, in conjunction with TT Modeller. Users only see the content that is actually useful to their tasks.

06_APPEALING AND FAMILIAR

People like using information that is attractively presented in a familiar setting. So TT Accelerator has an appealing and intuitive user front end, which can be easily adapted according to your corporate identity: TT Accelerator becomes, quickly and seamlessly, part of your company's own intranet.

WHAT OUR CUSTOMERS SAY

"One of the greatest challenges of our SAP rollout involved giving our employees both a general-purpose knowledge portal with all relevant documents, and a context-sensitive help function, accessed directly from the system. TTS products more than met both requirements, providing our end users with content that is filtered according to their roles and language preferences."

YOUR CHALLENGES

- > Bring new users up to speed quickly
- > Assure process security
- > Reduce research time
- > Avoid unnecessary support requests

OUR SOLUTION

- > Offer various access paths to documentation (online help, web-based training etc.)
- > Depict business processes clearly, and link them to the relevant documentation
- > Enable searches by key words, transactions and other criteria
- > Integrate context-sensitive content into the relevant applications