

The overdue *change*, in **Change Management**

Let's face it, agencies have been running the same legacy playbook for introducing complex workflows within enterprise-grade software to a diverse multi-generational workforce and called it **The Skills Gap**. Here is how a **Digital Adoption Platform (DAP)** changes the game and evens the playing field for the people supporting The Mission.

MISSION

- Adhere to executive orders
- Improve user satisfaction
- Reduce operational drag
- Improve data hygiene
- Reduce support tickets
- Embed compliance/policy

PEOPLE

- Promote digital equity
- Simplify user experience
- Increase user productivity
- Reduce user data errors
- Provide tier-zero support
- Avoid compliance mistakes



EASILY SIMPLIFY ANY SOFTWARE



Change Management

Communicate and guide users through change contextuality with minimal formal training.



Compliance

Create tips and guidance to ensure adherence with process requirements.



Support Ticket Reduction

Reduce help tickets with just-in-time assistance and behavior-based help.



End User Efficiency

Improve agent productivity and satisfaction by providing proactive enablement and on-demand guidance.



Cross Application Automation

Guide users through processes even when they span multiple applications.



Documentation Automation

Reduce the need for manual document creation and maintenance with process capturing technology.



Process Efficiency

Improve the overall adherence to process. Remove empty clicks and non-valued time in software.

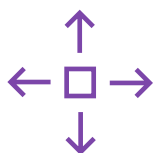


Training Reduction

Improve knowledge retention in acquisitions training with in-system guidance and information. Onboard users quickly and efficiently.

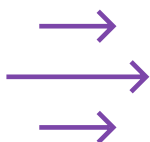
ACCORDING TO GARTNER, BY 2025, 70% OF ORGANIZATIONS WILL LEVERAGE DIGITAL ADOPTION SOLUTIONS ACROSS THE ENTIRE TECHNOLOGY LANDSCAPE TO ENHANCE AND OPTIMIZE APPLICATION USER EXPERIENCES.

THE POWER OF AFS AND WALKME



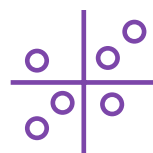
Software Agnostic

WalkMe can be deployed on any application that renders in a browser (without the need for access to the underlying code-base). WalkMe supports all major browsers and can even be deployed on desktops and mobile applications.



Time to Value

Unlike traditional software deployments that take months and years to realize value, WalkMe can be deployed in a matter of days and weeks, yielding a faster ROI and improvement in user experience.



Low Code/Low Risk

No more waiting on product enhancements from software providers. With WalkMe, organizations can customize unique business processes to overcome roadblocks with product roadmaps and insufficient user experiences.

MISSION IMPACT OF WALKME

Outcomes of Accenture & WalkMe partnered deployments



50%

decrease in support ticket volume.



2,650+

users onboarded across three states.



94%

increase usage on targeted dashboards.