INTELLEK

CASE STUDY

Grey Matter Increase User Adoption with Intellek Create & Deliver (DAP)

KEY POINTS

CHALLENGES

- Increase user adoption
- Users slow to new features
- No quality checks
- Lack of self-help content
- Content difficult to locate

BENEFITS

- Reduced training costs
- Less time investment
- Training offerings more widespread
- Increased end-user engagement
- Users are empowered
- Tech support requests reduced

*"We appreciate working with a vendor who provides **first-class client support**. They are prompt, thorough and want us to succeed.*

*The Intellek solution is so unique that it will **give our clients an advantage** in their markets and ultimately increase the adoption of Microsoft solutions, particularly as MS Teams implementations are on the rise.*

*Ensuring we are more efficient with ability to self-help and monitor gaps in user knowledge with reporting. It has provided us a **great return on investment**."*

MATTHEW WHITTON

Managing Director – Grey Matter

OBJECTIVES

Grey Matter identified a need to increase user adoption of new applications across the business. Their end-users were slow to pick up new features across the Office 365 stack and they had no quality checks in place. They acknowledged that there was a lack of self-help content due to the creation time involved, and the content that was available was difficult to locate as reported by their users.

Grey Matter needed a solution that would enable them to deliver a library of easy-to-create learning aids for Office 365 and other applications used in-house. The main need was that this content be easily accessed and reported on.

SOLUTIONS

Having the ability to create training that interacts with the user while working in live applications was exactly the solution. The addition of being able to deliver that to the users in workflow put the cherry on top.

Grey Matter started the new initiative with **Intellek Create**. They quickly built a library of live, in-application lessons for Office 365. Focusing on common tasks completed in the day-to-day workflow, as well as new software features.

By using Create, Grey Matter was able to develop engaging training, allowing users to learn as they worked in the live application. The pilot was a huge success and the new library of content was rolled out, using **Intellek Deliver**.

Grey Matter has reduced their training cost as well as time investment. As a result, their training offerings are much more widespread. They have increased end-user engagement and productivity has increased because their users are empowered to work faster and smarter.

With the use of our reporting module, Grey Matter has been able to identify that their support requests have reduced.

Not only have the Intellek solutions been highly effective in overcoming Grey Matter's initial challenges - but the content they have created has been so strong that their customers are now interested in the solution too.