

### Ensure User Adoption

Low user adoption of your Business Objects solution can keep your organization from getting the most value out of your BI investment.

You can take action to prevent low user adoption and accelerate productivity and job performance.

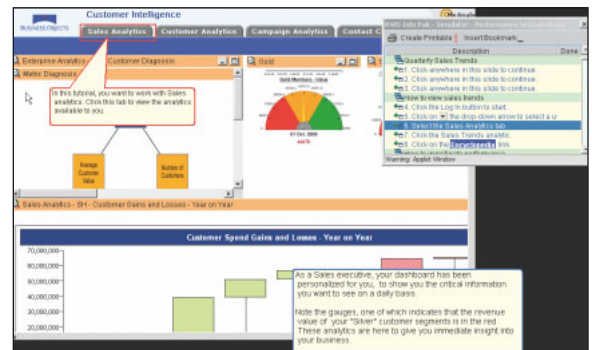
Provide your business users with training materials that not only cover standard topics, but also organization-specific data, issues, and reports. Then your users will be better equipped to apply specific knowledge to their actual jobs.

Learning is a process that occurs over time. Users can keep referring to the tutorials in Knowledge Accelerator to answer their questions as they progress in their learning.

### Relevant Training Delivered to Your Desktop

A sophisticated business intelligence (BI) solution is only as effective as the people who use it. Intuitive and contextual training from Business Objects will help you promote end-user empowerment and professional growth, while increasing user adoption. Our training is tailored to the individual needs of your organization. Not only will your business and IT users benefit from skill development, they will also be able to quickly recognize measurable business value.

BusinessObjects™ Knowledge Accelerator is customizable web-based training that allows you to meet the specific needs of any job or skill level within your organization. It allows you to quickly deploy out-of-the-box training on a variety of Business Objects products via your intranet. You can also customize the content so that it is directly relevant to how your company is currently using BI. Best of all, you can engage Business Objects Education Services to customize the modules or quickly do it yourself with the BusinessObjects Knowledge Accelerator toolkit.



*Flexible training to accelerate learning.*

Knowledge Accelerator is flexible, modular, user-centric, and delivered directly to the user desktop. It's divided into different training modules based on different learning objectives, allowing students to focus only on the products, features, and concepts they need to know. Each module is accessible through the web browser, so students can determine what and when they want to learn, at a pace that matches their needs. And since Knowledge Accelerator is available at any time, students can refer back to the tutorials whenever they have questions or are seeking more knowledge on an advanced topic.

Training modules can be customized to the needs of your organization and users, ensuring that employees gain an immediate understanding of how BI can help them be successful in their jobs. This helps lower total cost of ownership and minimizes time spent on technical support calls.

Knowledge Accelerator can integrate your data with BI best practices to deliver:

- ▶ Customized, relevant education
- ▶ Convenient desktop delivery
- ▶ Cost-effective training

## BusinessObjects Knowledge Accelerator

### Relevant Training Delivered to Your Desktop

#### Technical Specifications

##### Knowledge Accelerator

- Internet Explorer 5x + or Netscape Navigator 6x +
- Minimum resolution of 800 x 600 (1024 x 768 recommended)
- Windows 95, 98, NT, ME, 2000, or XP

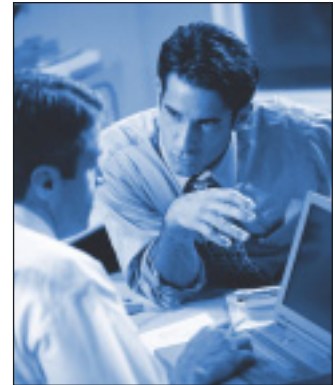
##### Knowledge Accelerator Toolkit

- Windows 2000 or XP
- Microsoft Office 2000 or XP

#### Customized, Relevant Education

Knowledge Accelerator helps train users by creating job-specific scenarios based on your company's data. And it is customizable—so it meets the skill level of each user based on individual profiles, unique training needs, and tasks to be performed. This level of customization helps users learn from examples that are relevant to their unique working environment, giving them a deeper understanding of how best to leverage Business Objects to improve their job performance.

You can also customize the level of training interactivity appropriate for your organization. Modules can include audio, video, interactive instructions, practice exercises, and assessment tests to gauge comprehension levels. Users may even skip lessons entirely if they feel ready to advance.



*Right time. Right place. Right pace.*

#### Convenient Desktop Delivery

Because Knowledge Accelerator is available via your intranet, it can be delivered directly to users' desktops, making it easy for them to take courses anywhere, anytime. Whether they're at the office, at home, or on the road, they can take the training when it is most convenient for them. And they can start and stop the training as needed. You can even use Knowledge Accelerator as a reference guide—if you need help when you're working, open up the appropriate tutorial and for immediate answers.

#### Cost-Effective Training

The implementation of a new BI solution typically impacts a diverse range of user groups in an organization. This can make training overwhelming and costly. With Knowledge Accelerator, you can train a large number of users at their own desks and at an affordable price.

#### Accelerated Learning

Knowledge Accelerator can speed up user productivity, performance, and knowledge—helping users add more value. This means faster decision support, better response to issues impacting critical business drivers, and more consistent and accurate interpretation of data presented via reports and dashboards.

An incremental training program is the best way to ensure that your organization maximizes its BI investment and increases user productivity. Let our Education Services group help you develop a training plan that best meets the needs of your organization.

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