

The overdue change, in change management

Public sector agencies have historically relied on legacy playbooks to enhance the efficiency of complex workflows, utilizing enterprise-grade software for a diverse, multi-generational workforce. Enter WalkMe's Digital Adoption Platform (DAP), a revolutionary capability that levels the playing field. By streamlining operations and enabling easier and faster task completion, WalkMe Digital Adoption Platform empowers employees dedicated to the agency's performance.



By 2025, 70% of organizations will use digital adoption platforms across the entire technology stack to overcome still insufficient application user experiences.



Melissa Hilbert, Maria Marino, Stephen Emmott
Gartner, Market Guide for Digital Adoption Platforms, 14 September 2022.

Identify where friction happens between people and technology and quickly deploy solutions to drive employees to success with WalkMe.



Change management

Communicate with users to guide them through change contextually, requiring minimal formal training.



Process Efficiency

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



Documentation automation

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



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.



Compliance

Create tips and guidance to ensure adherence with process requirements



Support Ticket Reduction

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



Training Reduction

Minimize knowledge loss from acquisitions training, by employing in-system guidance and providing relevant information. Onboard users quickly and efficiently.

Pinpoint and resolve digital friction.

Discover insights into user journeys and build better experiences with interactive on-screen guidance and engagement, resulting in increased software adoption, workflow agility, and improved efficiency.

Data

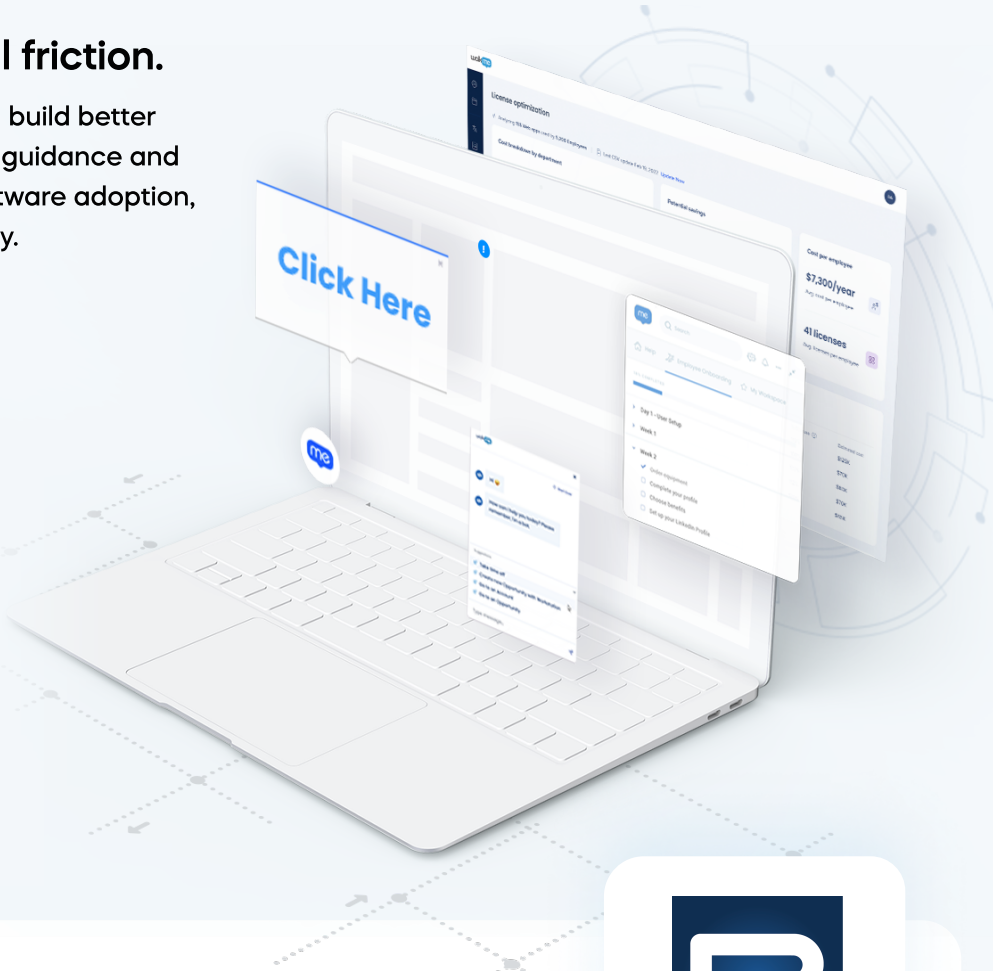
Gain visibility into user journeys across applications and workflows.

Action

Easily build intuitive workflows to help your people get the job done.

Experience

Meet and engage your employees wherever they are - in the flow of work.



Why WalkMe?



Authoritative data source

Gain actionable insights into user journeys and workflows.



Software agnostic platform

Deploy to any homegrown or third-party software.



FedRAMP- Ready platform

Digitize workflows and public services with a secure solution.

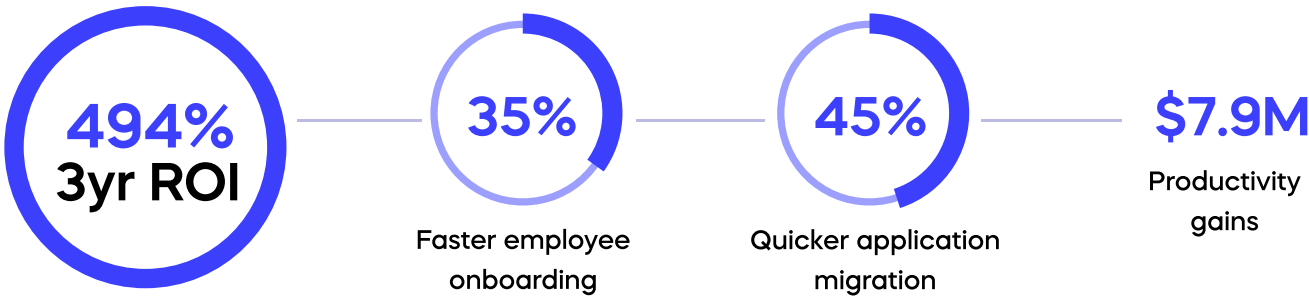


Customizable overlay technology

Create flexible digital experiences on top of existing software.



The Business Value of WalkMe*:



* Business Value White Paper, sponsored by WalkMe June 2023

About WalkMe

WalkMe’s Digital Adoption Platform (DAP) sits on top of your tech stack, giving you visibility into software usage at every level. With WalkMe, create people-first, frictionless experiences across apps and workflows, improving software adoption, saving money, reducing risk, boosting productivity, and enhancing employee engagement. Manage constant change better. Adapt to new processes, software, and shifting business priorities with ease. Onboard people faster. and prove the value of your software investments while maximizing ROI. For more information, please visit our website at: www.walkme.com