



STANDARDIZE, DISSEMINATE & MONITOR YOUR PROCEDURES & BEST PRACTICES.

Key concepts: Employee Productivity, Digitizing Manuals, Compliance, Sharing Best Practices

Enterprises are looking for more effective ways to capture, maintain and share operating procedures and best practices. Efficient and effective business operations require that employees not just adhere to policies and regulations that impact their job, but that they also adopt best practices for performing specific tasks. While significant attention has been paid to documenting high-level regulations and making them readily accessible, employees still struggle to digest the voluminous amounts of information and determine the impact on how they perform their jobs. Compounding the challenge is the increasingly dynamic regulatory environment affecting both governmental and commercial entities. And in work environments or job positions that are heavily impacted by compliance requirements, management is seeking a better way to ensure that staffs are acting in accordance not just with the spirit of the policy, but with the specific guidelines on how to operate.

CONTEXTWARE DIRECTLY CONNECTS PROCEDURES WITH POLICIES & CONTENT.

Our solution allows business users, without IT involvement to precisely document and manage policies and procedures in a consistent manner. Consistency doesn't mean inflexible, but it does suggest that rigor is required to help ensure quality and accuracy. To address this, Contextware employs a process methodology that remains transparent to the business user while helping them think through how they do their job in much richer detail than they could otherwise document. Use of the methodology also makes Contextware scalable and germane to documenting and sharing any procedure or best practice.

Once procedures and processes are documented online, they are connected via the Web to other sources of information including forms, regulations, subject matter experts and tools that play a role in the procedure or process. Users navigate information step by step in the context of their roles; procedures are described in detail, and are also connected to the business information that plays a role in each step including forms, guidelines, regulations and tools. This places the user no more than two clicks away from the resources they need to get their job done and creates an intimate connection between compliance information and company operations.

On the back end, as users interact with Contextware we track interaction with each procedure, which provides a digital audit trail for compliance purposes. The audit trail also provides implicit input on the effectiveness and adoption of procedures and best practices throughout the organization.



“The Contextware OS enables managers to capture business information in processes in context so others can be successful and consistent in how they use it.”
Nucleus Research



BENEFITS

 **Slash administrative costs by as much as 75%.** Printing costs are minimized, reproduction and distribution is no longer an issue and shipping costs associated with rolling out procedures are eliminated.

 **Increase employee productivity 5-15%.** Time wasted searching for documents and regulations that impact worker's jobs is minimized.

 **Improve quality.** Users interact with and share best practices ensuring consistent execution.

 **Decrease burden on trainers and managers.** Internal assets typically tasked with training and reinforcing policies can be redirected to other high value tasks.

 **Ensure compliance.** Regulatory frameworks require that you document and validate employee interaction with procedures, this provides that mechanism and also helps identify material changes to the way the business operates.

 **Reengineer and improve in real-time.** As process and procedural improvements are identified, changes are made in real-time for the business to interact with.

 **Speed onboarding of new employees by as much as 25%.** Organized by task and specific activity, Contextware builds on initial training by providing a living, breathing reference model for employees to access.

 **Create a scalable and repeatable operating environment.** Use of a consistent method for capturing information makes this scalable, and germane to any business task.

FEATURES

 **Authoring.** Expertise is captured in two easy steps. The Activity Manager facilitates the authoring of procedures and processes. The Context Manager prompts the user to confirm and refine the relevance of information specific to each activity. The business user, without IT intervention, can easily make changes to information in the system.

 **Content Categorization.** A single, organization-wide taxonomy is reused across all processes, minimizing redundancy of content and assets.

 **Delivery.** Content is delivered via a web portal, which makes for easy dissemination and easy adoption across your business.

 **Monitoring and Reporting.** Management can review user interaction with business procedures and processes, and ensure that employees are accessing content either in aggregate or at the user level.

 **Security.** Significant flexibility for your business by managing users and groups within organizations, and processes and users within groups.

