



Digital Adoption Platform

Digital Adoption For Business Continuity

With uncertainty in the air,
you **rely more than ever** on
your technology investments to
maintain business as usual.

- Where you have visibility into efficiencies & productivity
- Employees are productive and engaged
- Customers are satisfied
- Where digital tools bring the value you need



Almost overnight, a majority of organizations across the globe were scrambling to support an entirely remote workforce.

WalkMe's Digital Adoption Platform is your gateway to realizing the true value of your entire digital ecosystem through in-app guidance, engagement and automation tools directly on top of, and across your IT stack.

With WalkMe, guide and support your employees and customers, increase productivity, and ensure adherence to procedures and data integrity - anytime, and anywhere.

Finally, in times of uncertainty or business-as-usual, make full use of the digital tools you have with visibility into cross-org business productivity.



#WFH with WalkMe DAP

People are an organization's most critical asset and in times of uncertainty, employee wellness is key. With WalkMe, surface the information employees need to remain informed, engaged, and to get the job done

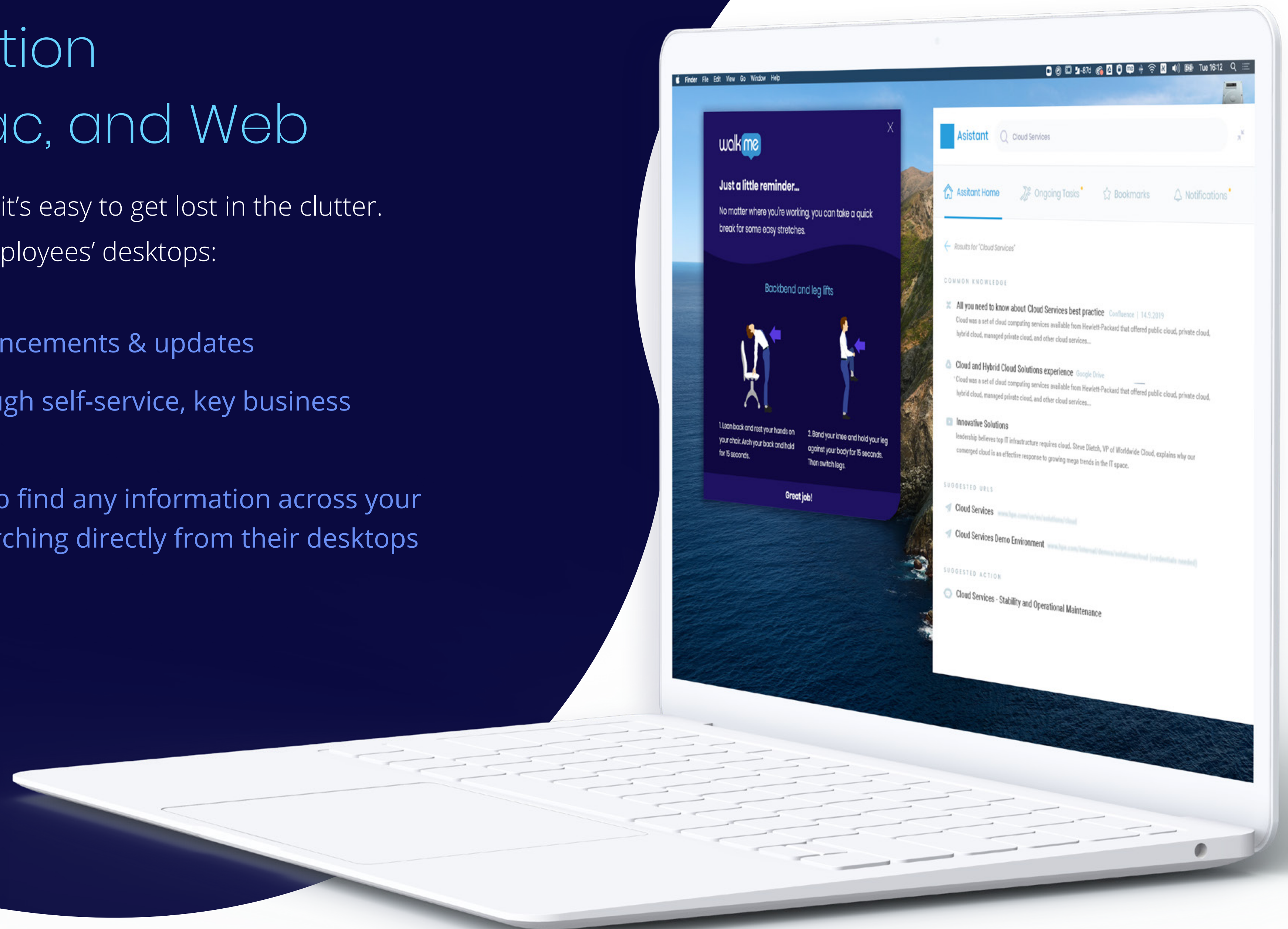
- Streamline user onboarding and process completion
- Keep employees engaged & informed
- Simplify self-service support to reduce demand on IT
- Ensure business continuity in times of change
- Gain visibility into software usage & employee productivity



WalkMe Workstation For Windows, Mac, and Web

In dynamic business environments, it's easy to get lost in the clutter.
Bring the WalkMe experience to employees' desktops:

- Drive visibility to critical announcements & updates
- Ease access to and guide through self-service, key business applications and resources
- Make it easier for employees to find any information across your enterprise applications by searching directly from their desktops



Change is Constant. Ensure Customer Continuity.

In times of disruption, WalkMe helps your business:

- Serve customers
- Deliver value
- Increase revenue
- Empower remote workforces





4 Drivers of Customer Continuity

1

SUPPORT & AVAILABILITY

Ensure consistent product uptime, as well as access to on-demand support to resolve issues anytime, anywhere

2

SEAMLESS USER EXPERIENCE

Maintain customer expectations like a quality user experience, personalization, and uncovering new or advanced functionality

3

CONSISTENT REVENUE

Focus on current customers, continuing to provide value, driving retention, and expanding your footprint within established customers

4

EMPOWERED EMPLOYEES

Companies with empowered and satisfied employees have higher customer satisfaction ([HBR](#))

Realize the full value of your digital assets and lead transformation, **anywhere**

Digital transformation never stops. Continue introducing new technologies and ensure digital adoption among employees and customers without having to rely on in-classroom training, user manuals, or an influx of calls to your support centers.

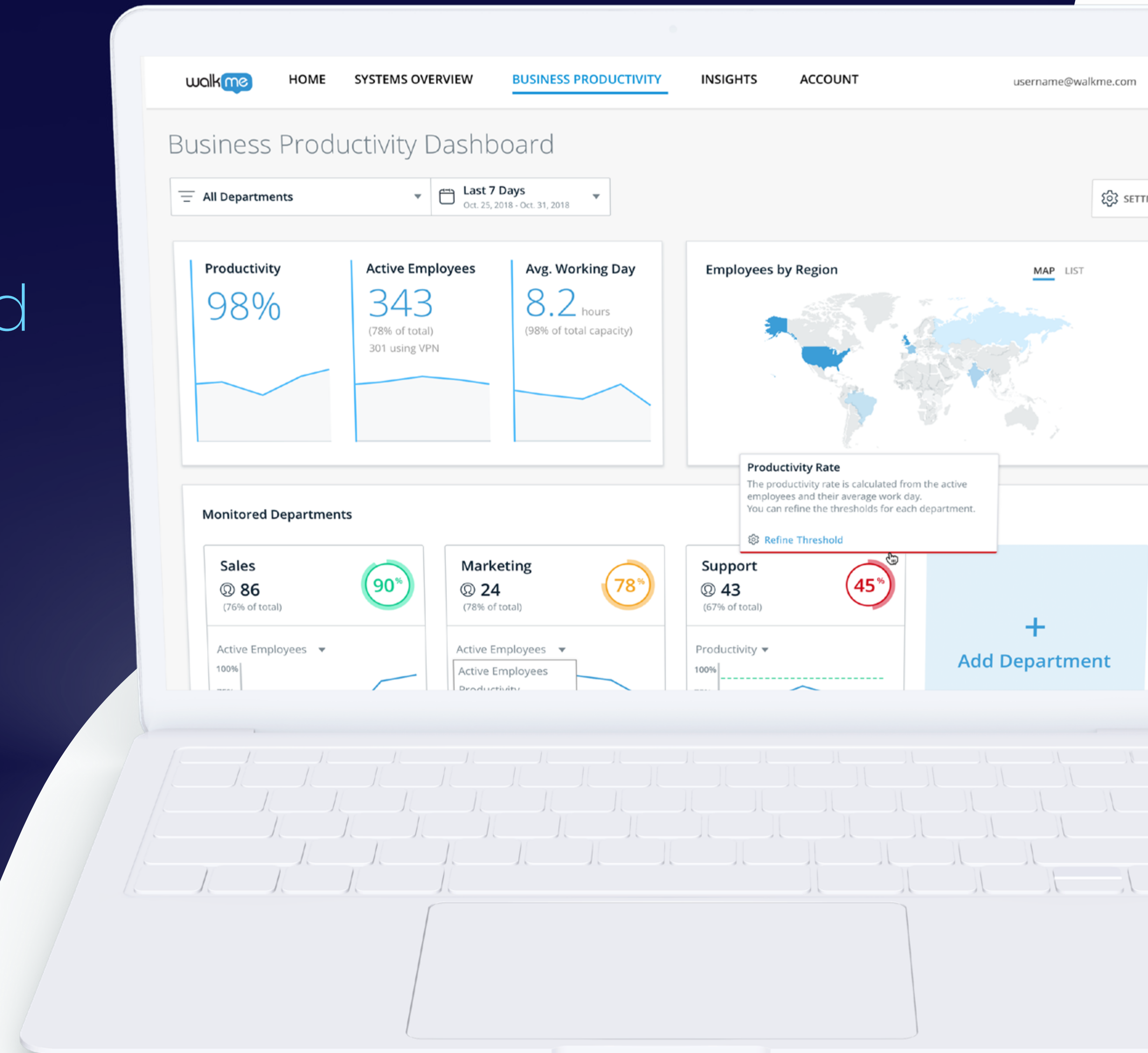
Streamline software spend. Make full use of the digital tools you have with visibility into unused software licenses, duplicate systems, or underachieving platforms.

Ensure business continuity by providing employees with the tools needed to get the job done and your customers with the digital experiences to maintain and expand revenue.

Business Productivity Dashboard

Gain Visibility into Software Usage and Business Productivity

- Monitor business productivity
- Understand organization-wide software usage
- Manage IT spend by uncovering unused software licenses, duplicate systems, or underachieving platforms





Utilized WalkMe to streamline support for loyalty platform

- Increased employee productivity by decreasing time needed for agents to find the help, saving ~\$10,000 per month
- Decrease in user errors and in help desk calls
- Cost avoidance using WalkMe guidance versus costly application changes



INCREASED EMPLOYEE PRODUCTIVITY



DECREASE IN SUPPORT TICKETS

"Looking to WalkMe to solve for quick to market needs or to support new business processes or system changes has become top of mind for many of the groups within our department. IT has become a partner."

*American Airlines (the largest airlines in the world) is a founding member of the oneworld® alliance, whose members and members-elect offer nearly 14,250 flights daily to 1,000 destinations in 150 countries.



Utilized WalkMe to roll out a new HR Digital Enablement strategy, for 85,000 employees across 60 markets

- Replaced user guides and systems training – WalkMe addresses productivity losses typically associated with technology implementations
- Use WalkMe as an alternate channel for delivering tactical communications
- Successfully retired more than 30 lengthy user guides and brought down the process support FAQs from over 450 to 100.

Which system an employee is logged into becomes irrelevant as WalkMe guides them across systems and simplifies their processes. We are introducing more WalkMe automated functionality to further enhance the employee experience and save them time. As WalkMe is deployed across more applications, we will use it to improve employee experience more effectively.



REDUCED OR ELIMINATED TRADITIONAL PROCESS GUIDES AND SYSTEM TRAINING



INCREASED OPERATION EFFICIENCY

*Standard Chartered PLC is a British multinational banking and financial services company headquartered in London, England with more than 1,200 branches and outlets across more than 70 countries and employs around 87,000 people.

SaaS Company Manages Change for Thousands of Doctors

Challenge:

Train thousands of doctors on
a new telehealth platform in just days

“Thousands of doctors are following the WalkMe WalkThru to learn how to do video consultations. They help everyone stay home while staying protected.

It matters a lot that you gave us your highest priority in these hard times. Lives were saved with that data, and more are with the Smart WalkThrus.”

Nicolas Zullo, Customer Engagement
Director at Doctolib

Doctolib

About WalkMe

WalkMe pioneered the Digital Adoption Platform (DAP) to empower business leaders to realize the promise of their technology investment by transforming the user experience in today's overwhelming digital world. With WalkMe's enterprise-class guidance, engagement, insights and automation platform, employees are more efficient and productive, executives have better visibility into digital usage, and organizations maximize the full value of their digital assets and successfully guide their enterprise through digital transformation. WalkMe's DAP is used by 2,000 enterprises across all industries.

WalkMe DAP is successfully deployed at:

