



Epicor

Knowledge Mentor

EPICOR

Introducing Epicor Knowledge Mentor

Implementing an ERP solution is a business critical initiative. In order to help ensure you are getting the best possible return on your ERP investment, you need to have your end users leveraging the solution to its fullest. Without proper training on exactly how you expect your end users to utilize the solution, you run the risk of costly mistakes and lack of user adoption. All of these can potentially affect the overall return on your ERP investment. Epicor Knowledge Mentor (EKM) enables you to easily create, deploy, and manage custom training content and documentation unique to your Epicor solution. EKM can help your company realize and extend the benefits of your Epicor solution investment by improving your employees' knowledge of and ability to utilize the software. Through its unique capabilities, EKM provides an interactive approach to learning. The training content shows users through various outputs how to use the system exactly as it will be configured in their own work environment. This leads to fewer potential mistakes, improved ownership of their work, and ultimately helps improve the investment you made in your Epicor solution.

Record new project

Name:
Project 20131230101146

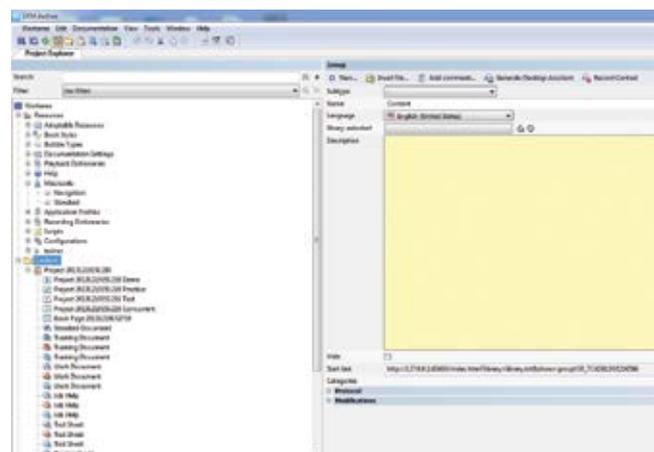
Language:

- English (United States)
- Arabic (Saudi Arabia)
- Bulgarian (Bulgaria)
- Chinese (Simplified, PRC)
- Chinese (Traditional, Taiwan)
- Croatian (Croatia)
- Czech (Czech Republic)
- Danish (Denmark)
- Dutch (Netherlands)
- English (United Kingdom)
- English (United States)
- Estonian (Estonia)
- Finnish (Finland)
- French (Canada)
- French (France)
- German (Germany)
- German (Switzerland)
- Greek (Greece)
- Hebrew (Israel)
- Hindi (India)
- Hungarian (Hungary)
- Indonesian (Indonesia)
- Italian (Italy)
- Japanese (Japan)
- Korean (Korea)
- Latvian (Latvia)
- Lithuanian (Lithuania)
- Malay (Malaysia)
- Norwegian, Bokmål (Norway)
- Polish (Poland)
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian (Romania)
- Russian (Russia)
- Serbian (Latin, Serbia and Montenegro (...))
- Slovak (Slovakia)
- Slovenian (Slovenia)
- Spanish (Colombia)
- Spanish (Spain, Traditional Sort)

EKM simplifies the way you develop and deliver training materials and documentation. It mitigates the initial and on-going challenges inherent in end user adoption by providing a set of tools to support your end users with resources and reference materials they need now and in the future. EKM significantly saves the time it takes to create training materials by using a single source capture approach that yields multiple types of output that target common adult learning styles. These multiple outputs help ensure the learners are getting the most out of the training curriculum that will help them best learn and retain this important information. The EKM outputs include:

- ▶ **Read:** provides user guides and job aids for reference
- ▶ **Show:** demonstrates through simulations how to complete tasks in automated scenarios
- ▶ **Try:** allows users to practice with various supports in a non-production environment
- ▶ **Test:** measures users' knowledge and provide feedback on performance

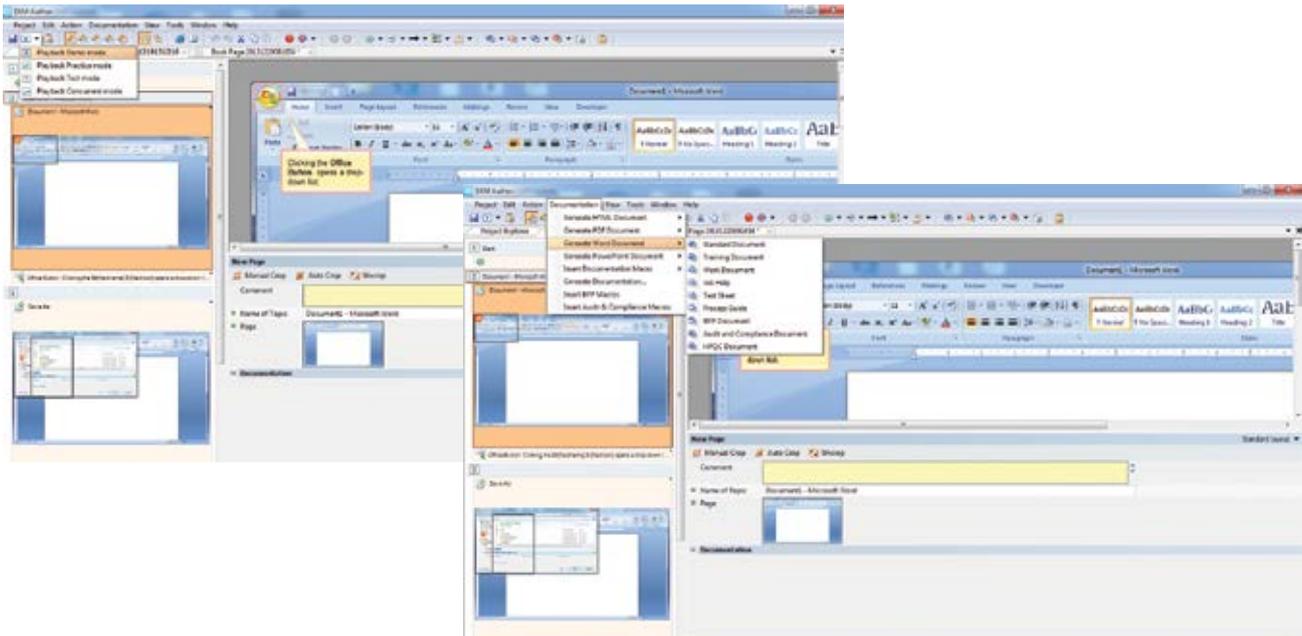
The training content can be translated into more than 40 different languages and is easy to access through HTML links that can be downloaded on desktops or mobile devices.



Epicor Knowledge Mentor Components

Epicor Knowledge Mentor is comprised of three modules that work seamlessly together to simplify the development, deployment, and consumption of your training and user resources.

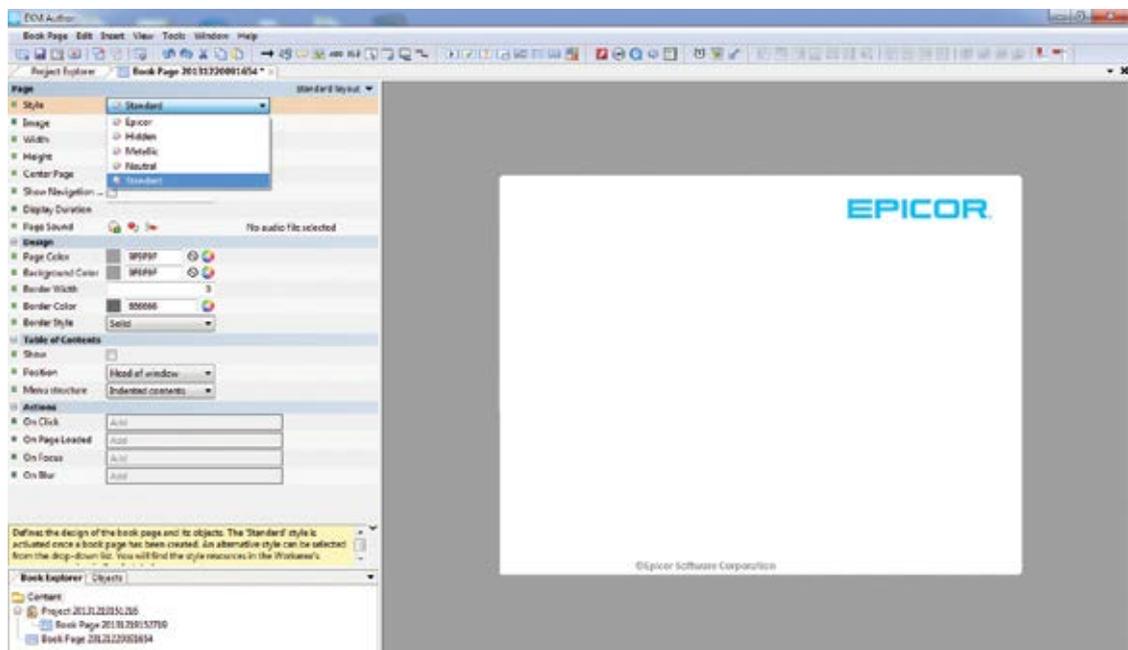
- ▶ **EKM Author:** EKM Author provides the functionality to develop and publish end user training and reference material in over 40 different languages. It enables customers to create demonstration and practice simulations, tests and quizzes, and documentation in multiple formats (Microsoft® Word, PowerPoint®, PDF, HTML) all from one file.



EKM Author uses macro templates to make recordings, which automatically generate text-based simulations for various uses. A variety of control mechanisms within the macros monitor the student's input on the basis of plausible criteria and keeps the student on a defined path within the system that is applicable to that particular training lesson.

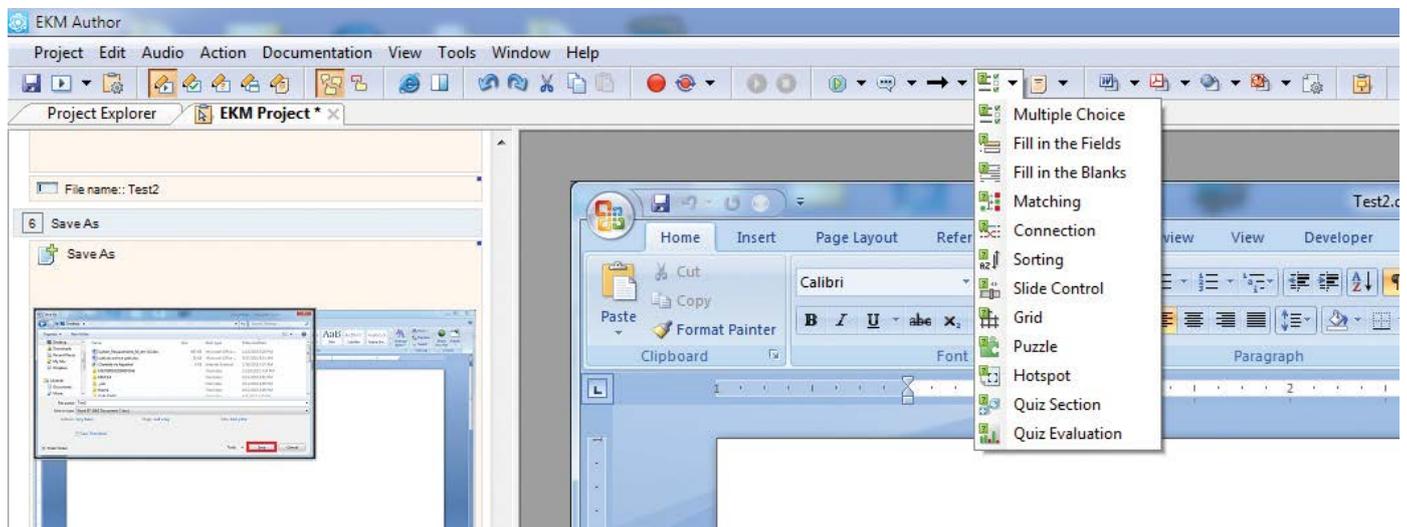
In addition to "turn-based" recording, in which every single step in the lesson is recorded using a specific macro, the JavaScript™ engine found in EKM Author enables the recording process to be fully automated. The macros are embedded in a JavaScript that decides independently which macro is to be used for a certain action. It also semi-automatically sets the parameters for (and generates) explanatory texts in bubbles for the applicable macros that were recorded. These attributes save on file sizes and improve accuracy and flexibility for re-recording.

EKM Author also has a robust set of formatting tools and templates that allow you to produce professional grade training outputs without having to be a graphic designer. These outputs create consistency in look and feel among all of your EKM created curriculum as well as allowing you to follow any corporate branding you wish to portray. EKM Author is also the tool used to create curriculum book pages. Books and book pages are a particular way of presenting learning content by using different lessons and materials within a creative and diverse design and compilation. Book pages can include a multimedia dimension combined with user interaction. They make it possible to incorporate lessons and different media files, but also conventional documents and links to more detailed information. By using different elements and media, the users are presented with many opportunities for receiving information. By consolidating different book pages within one book you can divide your content into information units. Books and book pages are a great way to promote independent learning and a stronger engagement with the facts as learners are able to use and discover the content individually. They also allow the student to work with the content that is relevant specifically to their learning requirements.

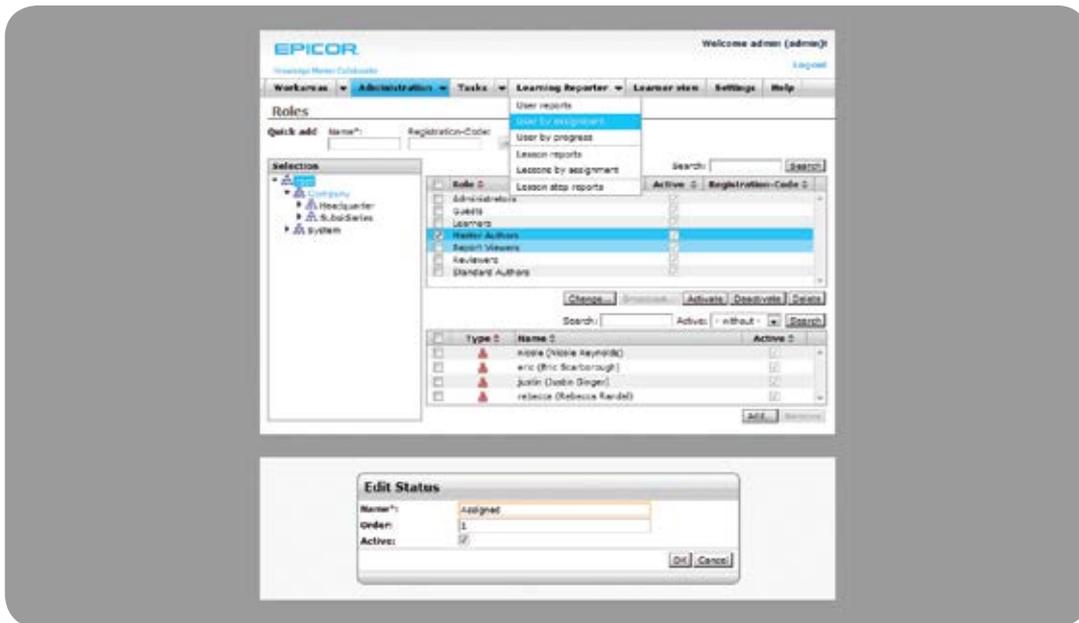


EKM Author can also create quizzes to help measure and evaluate the learner's acquired knowledge. The learning experience is enhanced by the high degree of interaction found in the quiz design options. Direct feedback and evaluation from responses maximize the learning effect and help the curriculum builders to pinpoint and plug existing knowledge gaps to continuously improve the curriculum as needed. EKM Author offers a wide range of quiz items, which can be used to create interesting, multi-layered, and at the same time, comprehensive quizzes. The following quiz items are available:

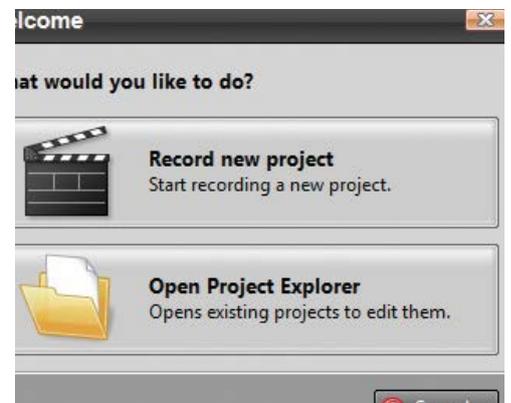
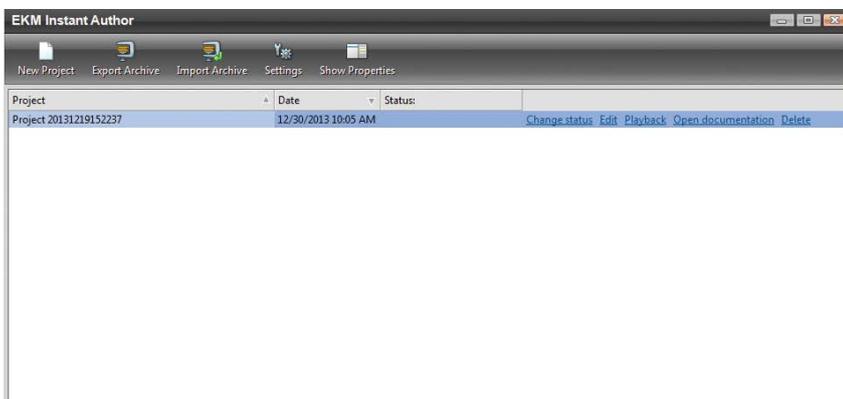
Multiple Choice	Fill the Blanks and Fields	Puzzle
Matching	Connection	Sorting
Slide Control	Grid	Hotspot



- ▶ **EKM Collaborator:** EKM Collaborator is a server-based project management tool to simplify the assignment of training materials to users as well as manage the content development workflow. The tool also tracks if/when an end user has consumed the training content and displays any test or quiz scores. This information helps both the individual user's manager and those creating content to better ensure the most effective training content is available and being consumed.



- ▶ **EKM End User:** EKM End Users are those licensed to consume the training content that is created in EKM Author and stored in EKM Collaborator. The end user can access content both from their desktop/laptop or from a mobile device creating more flexibility on when and how learning can occur. An EKM End User also has Instant Author capabilities that allow users to create small pieces of training content through an intuitive, wizard-based authoring tool. This allows anyone in the organization to share information about their particular areas of expertise.



Epicor Knowledge Mentor Services

Beyond the Knowledge Mentor software installation, you may look to Epicor to help accelerate your EKM use and expertise. Partake in an Epicor University introductory EKM Author and Collaborator virtual training course or elicit one of our knowledgeable EKM Consultants to provide in-depth training on your unique environment. Together with your key training stakeholders, Epicor can carefully plan and document an end-user training roadmap. This roadmap will highlight specific course types, desired content delivery mechanisms, and timelines. Epicor can expand to provide the resources to prototype deliverables, create custom content and training materials, and provide on-going project management for your training program development and rollout. The end result is a quality training program designed to promote user adoption and to receive the optimal benefits of your Epicor software solution.

Extend the Benefits

Knowledge Mentor can help you realize and extend the benefit of your investment in your Epicor solution by improving your employees' knowledge of and ability to utilize the applications. EKM benefits include:

- ▶ Improves user adoption and knowledge retention rates
- ▶ Saves on development time and costs for custom education materials
- ▶ Develops standardized training content across the organization
- ▶ Adheres to the primary adult learning styles which improves knowledge retention
- ▶ Can lessen help desk costs and user errors after the Epicor solution is implemented
- ▶ Serves as an on-going resource for new employees or those changing roles
- ▶ Improves return on the total Epicor solution investment

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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