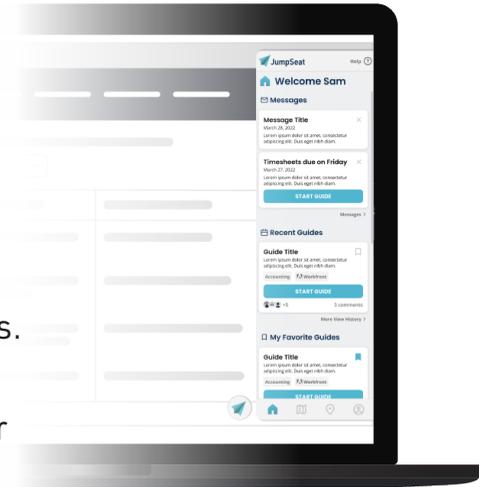# Eliminate Software Adoption Risks Before Launch!

JumpSeat is the leading platform for increasing software adoption by delivering just-in-time, in-app guidance that elevates user satisfaction, increases productivity, reduces support tickets, and enhances workflow adherence. Leverage the digital adoption guides and analytics within JumpSeat to customize workflows, embed/streamline standard processes and measure success with advanced adoption & users analytics. The platform operates on browser-based applications making it more accessible and customizable to everyone based on their roles and responsibilities.

Sample browser-based applications that work with JumpSeat:

Adobe Workfront   **SAP Concur**

Seismic   **NETSUITE**   **Reputation**

7/10
digital transformations fail due to a lack of user adoption (PwC).

On average, large IT projects such as new software implementations run

66%
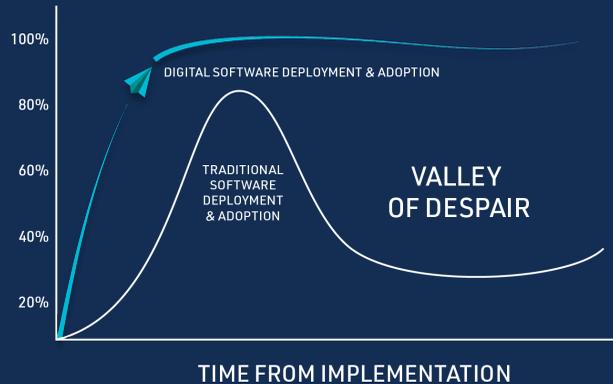over budget, while delivering ...

56%
less value than predicted. (McKinsey)

85%
of business leaders have somewhat or greatly accelerated technologies to enable employees to interact and collaborate digitally (McKinsey).

jumpseat.io | info@jumpseat.com

New Technology Initiatives Fail Due to Poor Planning, Lack of Adoption Metrics and Outdated Enablement Themes Leading User to the Change Management "Valley of Despair"

Why does rolling out a new application always feel painful? Research shows that nearly 92% of enterprise software errors are either user- or process- related. Suggesting that it is, in fact, the effort of changing – learning a new application, working through the growing pains – that creates the biggest impediment to digital adoption. Furthermore, new or changing technology is a fundamental part of every major organizational initiative.

DIGITAL SOFTWARE DEPLOYMENT & ADOPTION

100%
80%
60%
40%
20%

TRADITIONAL SOFTWARE DEPLOYMENT & ADOPTION

VALLEY OF DESPAIR

TIME FROM IMPLEMENTATION

JumpSeat Drives Adoption, Workflow Compliance and Time-to-Value

JumpSeat is a digital adoption platform that provides an efficient, effective, and permanent fix for one of the biggest challenge areas of technology implementation. It supplies users with customized, in-app guides that adapt to their needs to drive learning, understanding, and adoption.

Self-Guided Training
Users can learn on the job, delivering just the right training, just in time. Get help when they need it to be more productive.
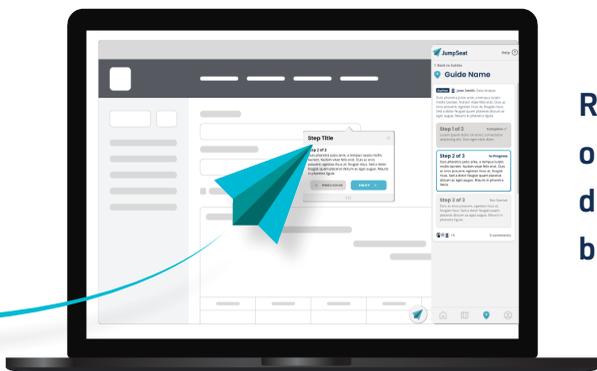
In-Application Analytics
Take action utilizing core metrics across your user community including user adoption and workflow compliance.

Industry Leading Guides
JumpSeat includes industry leading guides for your most challenging workflows plus a growing community of user generated guides.

Multi-Application Processes
JumpSeat training guides can jump across multiple applications because that's what real world processes require.

Reach out to JumpSeat today for a demonstration of our personalized tools that will drive your company's digital transformation, delivering happier users, better data and reliable process adherence.