



GLOBAL HELP ON DEMAND

Affordable. Simple to Use. Easy to Implement.



Do you have a budget freeze in place? Are you concerned with your bottom line? Are you maximizing the potential of your employees? Is your help desk and training staff overworked and understaffed?

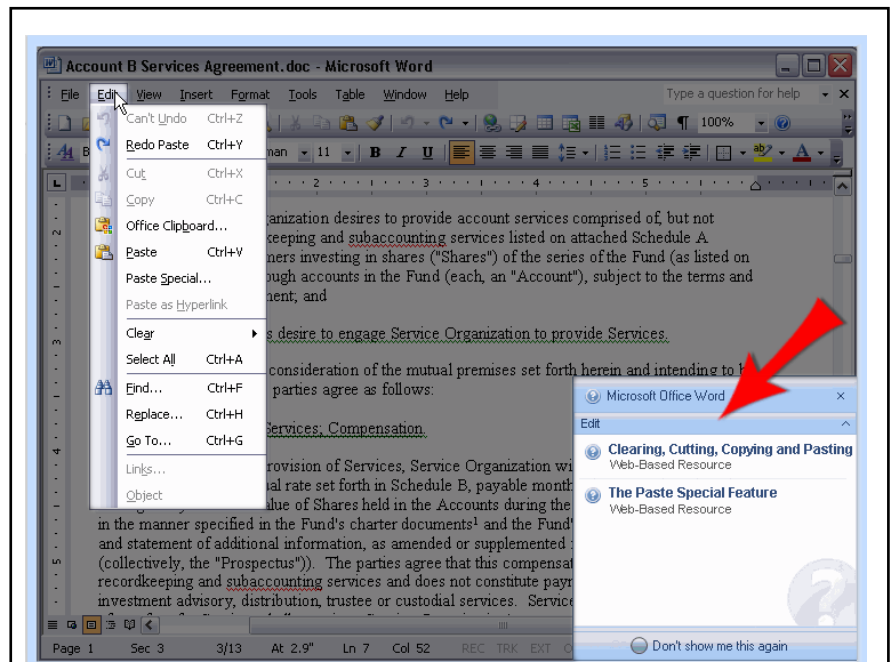
Global Help On Demand can assist you with these tough challenges.

Global Help On Demand is a completely new concept in supporting and training your users. It is an innovative application that allows you to dynamically embed customized help into any Windows or Web based application.

Imagine immediate on-screen access to all of your training materials in real time!

With Global Help On Demand, you give your users contextual, one-click access to help files, support materials and training across all their applications. You will have the capability to:

- Place important information directly on the user's desktop
 - Increase the productivity of your staff!
- Train users on the next roll-out before the launch date
 - Reduce the learning curve on new applications!
- Analyze what firm resources have been accessed
 - Evaluate the effectiveness of your training and support materials!
- Link to **any** materials:
 - PDF's
 - Flash files
 - Quick reference guides
 - Web pages
 - Interactive tutorials
 - There is no limit!



Here we have the Global Help pane open on top of a popular Windows 2007 application.

Global Help On Demand tracks users as they work in the application and dynamically presents any relevant training and support materials.

Global Help delivers all of your training materials to each user exactly at the point and time of need. No longer will your users waste time (and money) searching around for help, support and training. Global Help On Demand works along-side your users, helping as they work!



FAQ's

Can TutorPro help me get started with pre-packaged Global Help On Demand content?

Yes. TutorPro can provide a fully loaded version of Global Help On Demand that already has links to many popular applications. You can even edit the content to reflect any particular modifications your firm may have made to the software.

Can I add my own training & support materials to Global Help On Demand to support our various desktop applications?

Yes.

What types of training and support materials can I use with Global Help On Demand?

The list is endless - PDF files, Flash presentations, quick reference guides, web pages, interactive tutorials - anything that you think will help your users.

How does Global Help On Demand differ from the normal Help in an application?

The normal help in most desktop applications is static and as such, you don't have the capability to add your own customized materials or best practices that are extremely important to your users and the way your firm functions. Also, normal help forces your users have to search for the information they need.

Not Global Help On Demand! Global Help delivers customized help and support directly at the point and time of need. Two important differentiators of Global Help On Demand include:

- The ability to directly embed your own customized training and support materials inside the application
- Dynamically context sensitive help that always knows where your users are in the application. This allows you the ability to push the information they need, at the exact time they need it. True "just in time" training!

Is Global Help On Demand difficult to install?

No. Users simply download a small msi file that will install the application on their desktop. This install package can be placed in any location that your users can access.

Will I need to keep updating?

No. Once installed, Global help On Demand is designed to keep itself in sync with your server. This powerful feature allows you to push up-to-date help, training and support materials overnight to your users' desktops keeping them up to date with your rollouts and application updates.

Can I report on Global Help On Demand?

Yes. Global Help On Demand tracks the materials your users launch and you can use industry standard tools such as Excel to generate reports on usage.