



Improved Adoption for 4,500 Existing Salesforce Users



The Customer

A global heating and air conditioning manufacturer with over 39,000 employees worldwide and over 4,500 sales users split between multiple divisions.

The Challenges

- User adoption was not at the level the customer needed
- Managers were not as proficient using the tool as they needed to be
- The customer had existing training content they wanted to deliver more efficiently
- They did not have the time or the budget to create new content and deliver custom training



The Solution

- Digadop Help
- Help Layouts were created for each combination of sales profile, object, & page
- The existing training content was utilized to populate each Help Layout
- The Layouts were assigned to users based on Profile, Application, & Page



available on
AppExchange

Success Story



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The Results

- The customer was able to deliver important, relevant content to existing users
- Existing training material was used, allowing for a rapid roll-out and significant cost savings related to content development
- User adoption improved and the support tickets related to questions about system functionality declined
- Sales managers were better able to support their own employees instead of referring them to the support desk
- Documentation for new releases is rolled out easily & automatically with each release



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