



LIQVÍD Lite

Rapid Application Simulation

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Software Application Simulation - Dimensions

Organizations continue to face an accelerated demand for training content, which are expected in weeks, days or even hours - timeframes that were unheard of just a few years ago. The need for more content sooner will continue to have an influence on the type of content provided to learners. PowerPoint conversion tools will continue to be popular in that they allow training content to be created without learning a new tool, and content-development authoring tools will continue to be increasingly easy-to-use, template-based and designed to be used by SMEs, bypassing the need for traditional content authors.

Likewise, the cost and time required to create simulations also have decreased as simulation creation tools become more powerful, easier to use and less expensive. The result of these changes is that simulations increasingly will be used to deliver content that change often and that provides the benefits of practice to learners. One of the most exciting new areas of e-learning is **application simulations**.

"We found that software application training is complex and falls into clearly defined categories," said **Josh Bersin**, principal of Bersin & Associates. "There is no 'best tool' in the market"

For this, tool selection can make or break a project, which may cost hundreds of thousands of dollars. The interaction levels of software simulations run the gamut from screen capture to full simulation. If learners need a broad understanding of the application, screen capture or point-and-click simulations are sufficient. If learners need to become proficient users of the application, data input simulations are more appropriate. Finally, although multiple path and full simulations appear to be excellent training methods on the surface, instructional design challenges often make them difficult to build. Determining the right simulation depends on the complexity of the application, the learning goal, and requirements for development time and costs.

When it comes to learning about or training on applications, most people are like Missouri—in other words, "show me." Most companies don't have the resources to dedicate personnel to training users on new systems. But that's where software simulation and demonstration products can come in. In their most basic form, these products simply record a user's actions when running an application and export that information to a video format or in Flash. More advanced products provide many more capabilities and options, from integrated quizzes and custom controls to high-level training and learning management features.

With advancements in technology and use of diverse applications in various industry segments, effective end-user application training programs that offer faster time-to-competency, more flexibility, greater reach, scalability, and lower costs than other training methods have become a vital part of training policies in almost all organizations.

Industry benchmarks show that 23% of all IT projects fail while another 49% are not on time, not on budget, or don't deliver the required functionality due to lack of proper training on the application. In addition, close to 40% of all CRM projects fail or require a major redesign. The main reason these application rollouts fail is a lack of effective change management, caused by employee resistance to change and lack of adequate training on the changes caused by the new application rollout.



Combining Various Simulation Types

As a Training Manager, once you've settled on a macro-level instructional approach (e.g. a blended combination of different media types), the next question is: how can you use the simulation to maximize the learning experience for the user? In most application training problems, the process begins with a simple **demonstration** of performing a task.

The question you must ask is how much more do you need beyond this basic demonstration? Some of the issues include:

- And what degree of competency will you demand of your learners?
- Does the learner need to understand all the possible error conditions?
- How much of the underlying business process must they understand?
- What is the risk of error? If the application is a stock-trading application, the user must be totally certified before you turn them loose on the final system. If you are training sales people on how to enter their prospects into a PDA, a few errors are acceptable.
- What is the right level of interactivity required in your simulations? As mentioned above, interactive simulations give users a much more interesting experience since they can get actively involved in the learning process. But interactivity can be implemented in stages with various levels of help and prodding as users try things, make mistakes, get frustrated, etc.
- Based on the issue of mastery, you need to decide how rigorous the learning process will be. Will you test the learner and give them a score? If so, how will you decide what a "passing grade" is? Will you allow users to attempt various tasks multiple times?

Factors that inhibit 'conventional' Simulation development

There is a wide range of application simulation problems. Today, there is a rich set of tools available to help you. Since your investment in content will be 100's of times larger than your selection of tools, it is critical that you select the right tool for the right problem. Other problems that inhibit conventional simulations are:

- Cost prohibitive initial creation
- Even if a budget exists, decision process takes longer due to high cost
- Unattractive delivery timelines
- Tedious Updates: A nightmare from cost, timeline and integration perspective
- Compatibility issues: proprietary players and plug-ins that may not pass the IT policy test



LIQVID initiative: Rapid Application Simulation through LIQVIDLite

Application Product Skills

Our application training solutions use simulations of customer, employee, and manager interactions on specific aspects of an application that helps in providing close to real-life experiences, ultimately resulting in higher customer satisfaction. These solutions provide a 'safe' environment for hands-on practice with new applications. Interactive e-learning features of our courses, coupled with complex, realistic simulations enable learners to practice their job-specific functions from within the safety of the e-learning course. Further, user confidence is built and sustained through online mentoring, helpdesk, and expert answer support features built in the course.

We at Liquid strive to be abreast with the industry trends, and create new ones. As part of our initiatives to offer better, faster, and cost effective products, we have our latest offering: **LIQVIDLite – Rapid Application Simulation:**

- Conceptualized more than a year ago, the current state of the offering is a result of over a year worth of thoughts, technology, process research, and road tests
- Through this period, we realized that technology or intellect alone cannot succeed
- A combination of the following is the right mix for success:
 - application technology
 - flexibility
 - reliability
 - scalability
 - dependable processes
 - quality output
 - within budget
 - on schedule
 - workforce intellect
 - proven track record
 - knowledge
 - commitment

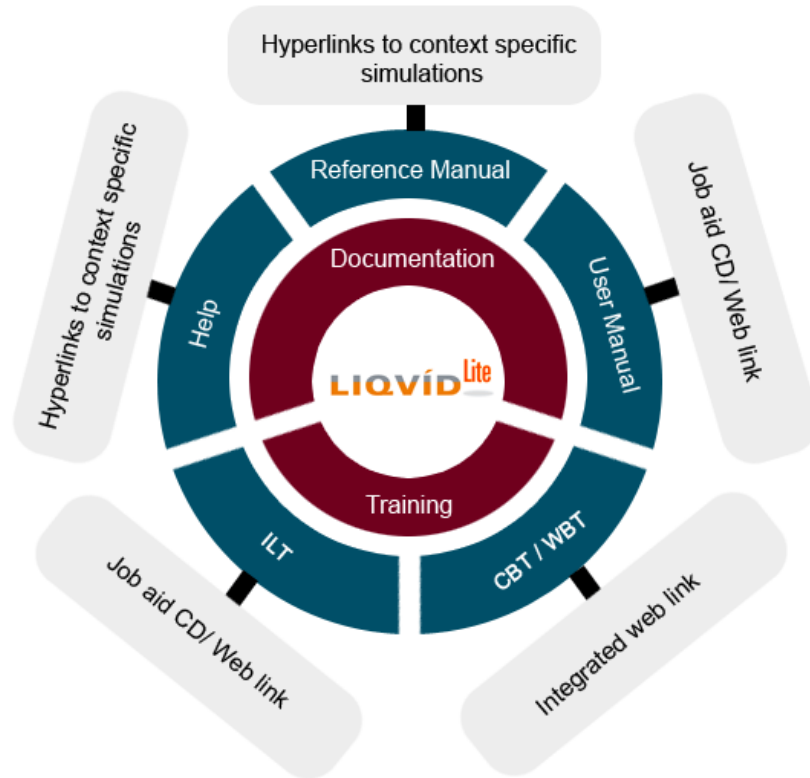


Salient features of LIQVIDLite

LIQVIDLite has following range of features that helps in achieving the above mentioned factors:

Salient features of LIQVIDLite	What you get out of it
1. Better	Feature-rich high quality output
2. Faster	Rapid creation achieved with state of the art set of tools, processes, and professionals
3. Cost Effective	<ul style="list-style-type: none"> • Low cost initial creation • A substantial increase in simulation requirement for your application will have a smaller impact on the turnaround
4. Can accommodate eleventh hour projects	At costs that will not fail at budgetary approvals
5. IT policy friendly	Non-complex delivery technology. Works on any machine with Internet explorer and flash player installed. No proprietary download or installation required
6. Rapid updates	The process team is willing to work with your change management process, ensuring parallel updates to simulations while you upgrade your application
7. Versatile	Simulations can be created for a variety of application, ranging from Desktop applications to web based applications
8. Multiple learning tracks and Job aids	<ul style="list-style-type: none"> • Show Mode (Demo Mode) • Guide Mode • Simulation Mode: Test • Job Aids: Simulation converted to paper version: Printable Document
9. Available in a variety of delivery modes	<ul style="list-style-type: none"> • LIQVIDLite Simulations may be embedded within the application for just-in-time, contextual access by users. Alternately, it can be made to operate in stand-alone training mode. <ul style="list-style-type: none"> ○ As standalone CD ROM, ○ As shared network installation ○ As part of your LCMS or LMS ○ As part of your help and reference engine ○ Standard compliance can be made available: <ul style="list-style-type: none"> ▪ AICC ▪ SCORM

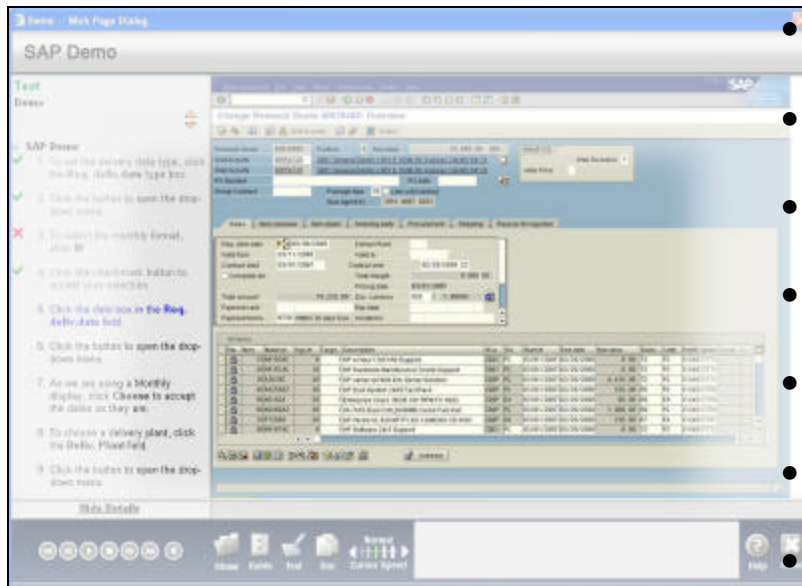
What is LIQVIDLite for Software Application Training?



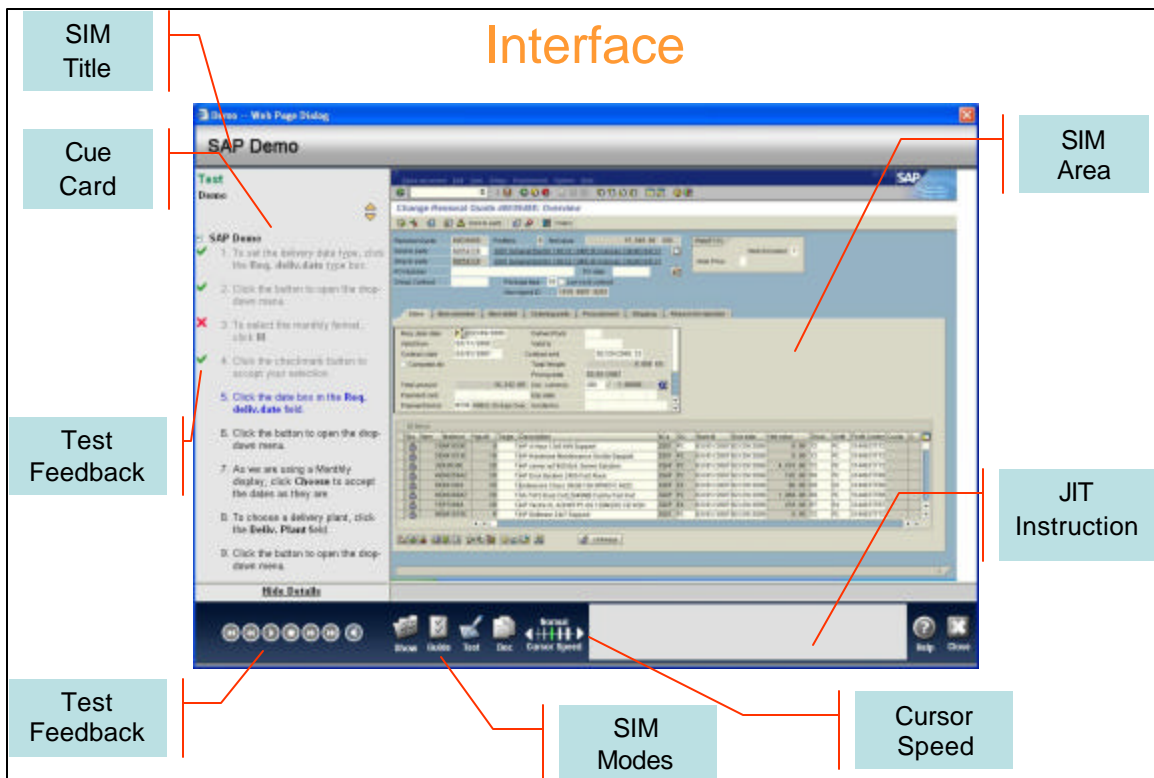
This is a combination of software tools and technology, dependable processes, and workforce intellect

This is a solution offering/framework, and not really a suite of tools

Feature-rich Simulations that are Timeline- and Cost- Friendly



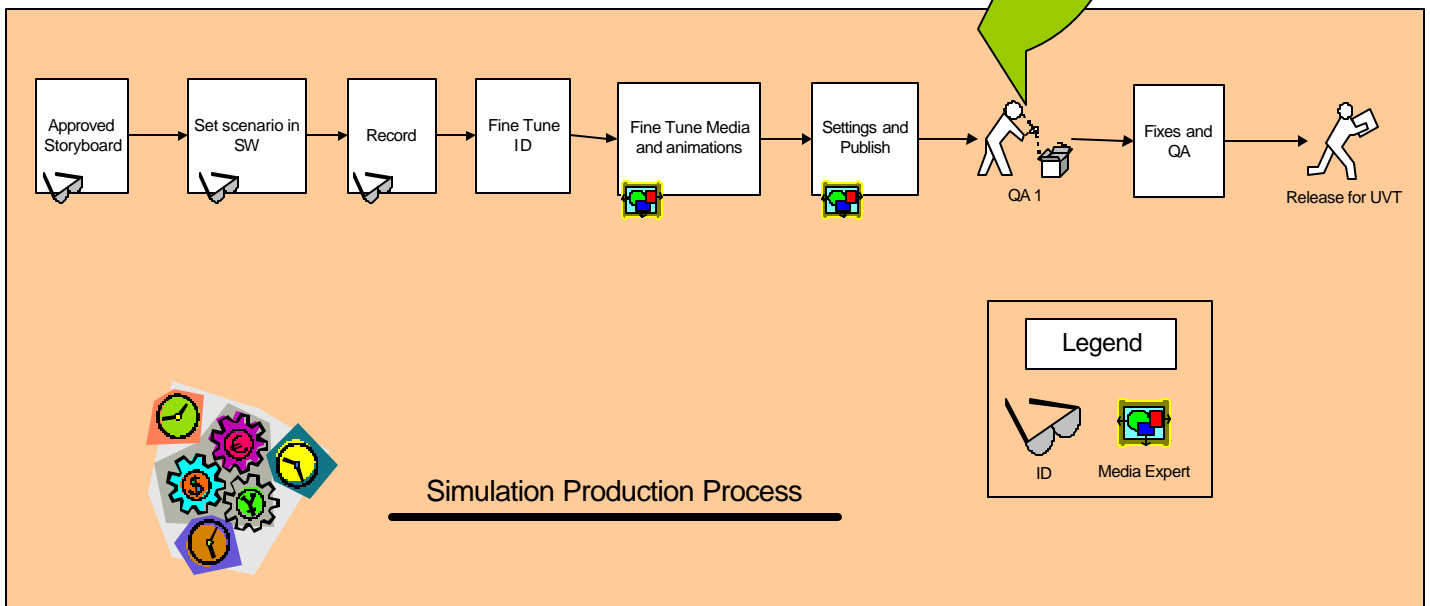
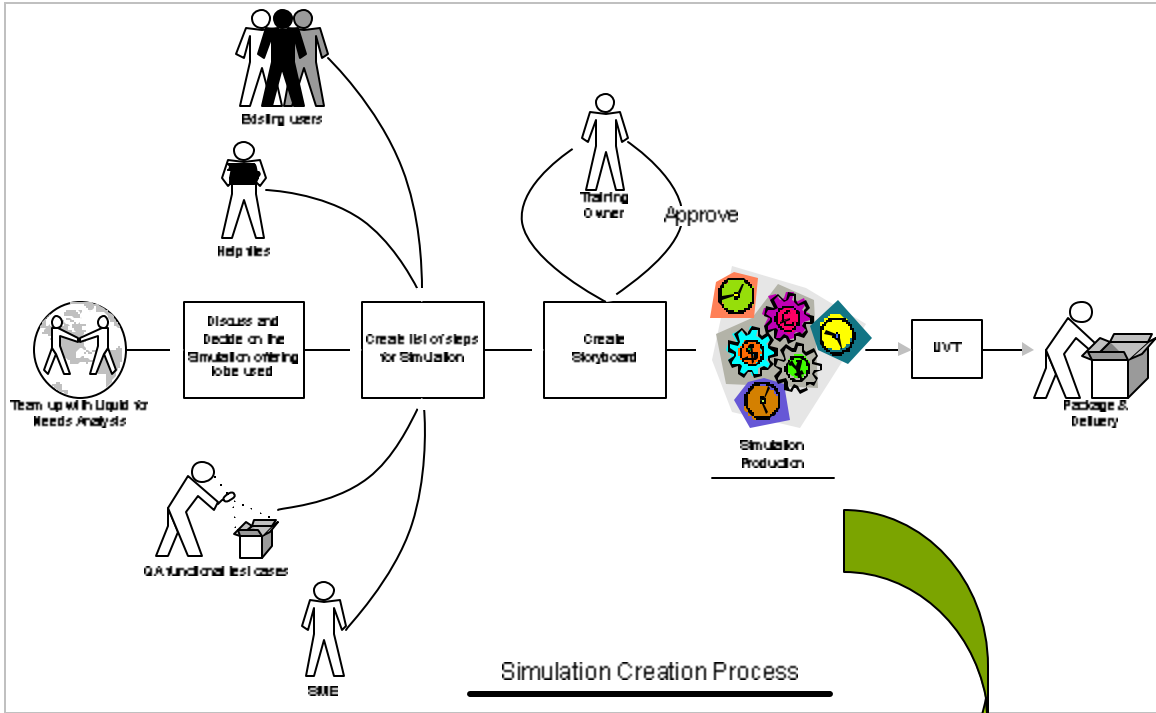
- Cue Cards
- JIT Support
- WYSIWYG
- Demo Mode
- Guided Mode
- Test Mode
- Document Mode



The LIQVIDLite Simulation creation process

Driving home the last-mile advantage

Time-to-market is critical for success in today's marketplace. LIQVIDLite ensures that the last-mile advantage of user guidance is not left to chance. Standardized processes at each stage result in a feature set most suited to meet defined business objectives. Be it first-time learners or power users, LIQVIDLite aids them through to the next stage of the learning curve.





Summary – LIQVIDLite advantages

LIQVIDLite makes your application users more proficient and self-sufficient in a shorter period of time, at a really low cost than other forms of training.

- **Decrease the cost of application rollouts & end user training:** Starting as low as \$16 per step
- **Make software users proficient faster:** Ensure that everyone in your organization, from the beginner to the power user, gains the maximum benefits from your software applications
- **Reduce time to deployment:** Smoothen the transition from pilot to production by quickly & effectively creating training for an unlimited number of end users on your enterprise or desktop applications
- **Reduce support help desk calls and services costs:** Applying LIQVIDLite to create simulations make end users more proficient & self-sufficient for complex application processes, or simple yet time-consuming tasks like using your email system or creating spreadsheets

About LIQVID

'LIQVID' is based on two root words: 'Vid' - Sanskrit for 'to know' and 'Liquidus' - Latin for 'fluid', 'flowing'. Liquid by definition takes the shape of the mould. Our philosophy hinges upon the idea of personalized learning - learning that takes the shape of the learner. LIQVID is currently India's fastest growing eLearning services company. With Fortune 500 Clients and top Training Institutions across the world as its Partners, LIQVID is fast becoming a leading integrated eLearning content solutions company from India. It is engaged in creating effective and enjoyable learning experiences for people everywhere, primarily through the use of technology. Based out of Noida, a suburb of New Delhi, India, LIQVID has world class infrastructure that delivers quality learning services that include Custom Content development, Training Design services, Technology Services (Build, Test & Integrate), and Learning Support Services for Corporations, Academic Institutions and Government Bodies across the world. LIQVID is a preferred offshore vendor for Hewlett Packard (HP), USA and has executed several prestigious projects for organizations like Motorola, IBM, Hughes, American Express, BBC Learning, and Oracle.

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