

Enrich the digital learning experience!

Your workforce needs to transform. Guide them with **Navigator™**.



Employees across industries are riding a tidal wave of digital transformation. With every modernization effort, enterprise users are the beneficiaries of innovation—but are also left to find their way in an increasingly layered IT ecosystem.

It's no surprise that a large majority of employees find it difficult to learn how to use new systems on

their own. Yet traditional, one-size-fits-all training programs often struggle to keep up with the pace of change or to provide practical value for individual learners. Effective digital adoption requires an **immersive, always-on approach to engage users in the natural flow of everyday work.**

Enterprise learning should be fluid and frictionless. With Navigator, your workforce has access to an **intuitive, personalized, and guided tour** at every click.

Navigator harnesses the power of immersive learning.

Deloitte's Navigator™ is a digital adoption platform that was built to **address knowledge gaps and integrate applied learning across applications.** As a fully embedded solution, it is designed to deliver information, guidance, and training for end users at the right time and place—while they are getting work done.

For end users, Navigator™ dynamically responds to their on-screen behavior and offers just-in-time “tours” to help them complete tasks with accuracy, enhancing productivity and user confidence. For organizations, the platform helps enable enterprise adoption to create visibility into the outcomes and value of software transformation over time.

With hands-on learning embedded into the workflow itself, users can build relevant skills and muscle memory, while their **employers continue advancing critical digital transformation initiatives.**

From state governments to commercial enterprises, organizations leverage Navigator to deliver:



Live step-by-step navigation in training or production environments to guide and correct actions



Metrics to understand user behavior and gaps to continually track and improve in-app training



Self-help support to navigate user questions and decrease the volume of help-desk requests



Managed services and a center of excellence to support and customize the full learning lifecycle

“The Navigator Tours boosted my confidence in understanding the system functionality. I would recommend using Navigator tours for other projects or systems.”

- End User, State and Local Client



Frequently Asked Questions



How are Navigator™'s capabilities different from other tools on the market?

Deloitte built Navigator™ to make it **simple for organizations** to provide users with enhanced workflows as they learn a new system or process. While there are numerous digital adoption tools available, Navigator™ **shortens the ramp-up time** by eliminating the need for coding or developer experience to build tours. On average, it only takes 30 minutes to record, create, and edit an on-screen instruction tour. The platform **does not require specialized technical support**, and tours can **easily be transferred** to new staff to take over tour creation.



With Navigator™, which analytics can organizations use to improve digital adoption?

Enterprise leaders have access to user metrics to analyze and understand behavior across the full spectrum of adoption. Navigator™'s metrics include **time spent in tours, speed of tour completion, inefficiencies**, and **most frequently used tours**.



How does Navigator™ integrate with existing training programs and resources?

Navigator™ is designed to work hand in hand with your existing training programs, as a tool to enhance and accelerate the rollout of enterprise systems. As a core feature, it **unifies links to additional content** including system navigation help, policy information, and self-help manuals. Navigator™ customers have **access to Deloitte's IT support and managed services** to help ensure the platform is configured for integration so that users have the guidance that they need throughout the learning lifecycle.

Get in Touch to Learn More!

Will Arnold
Managing Director
Deloitte Consulting LLP
warnold@deloitte.com

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