

# The Microsoft Office Upgrade Effect

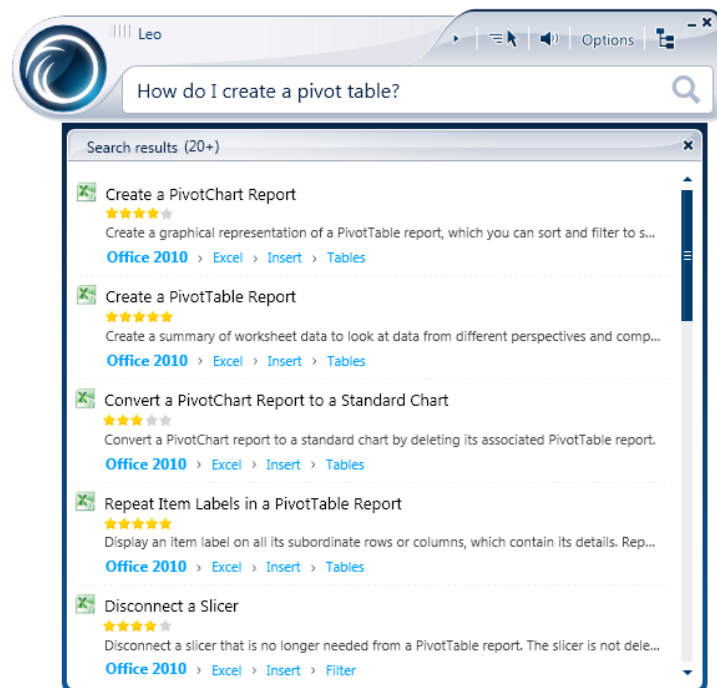
You know this scenario: Your organization is transitioning to a new software, this time from Microsoft Office 2003 to Office 2010. Employees can no longer access their familiar toolbars and menus, and as they navigate the new interface looking for the features they need, productivity decreases and frustration may arise. In the process of relearning how to navigate Office, coworkers might distract each other trying to locate commands they can't find on their own. They overload the organization's helpdesk with calls, or waste time online looking for tutorials and training videos. Providing them with in-house training might seem like a good solution, but you know it's a costly, time-consuming process that doesn't always deliver effective results. After all, when the training is over and they go back to their desks, employees still need to face a new interface, looking for the path they used to know by heart to frequently used features.

Take Joe, an administrative assistant. Joe is under pressure to deliver an urgent memo and needs to put the final touches. Joe needs to delete all the comments in the document, insert a table of contents, and add headers and footers. As a Microsoft Office 2003 user, Joe did all this effortlessly. He knew his way perfectly through the old menus, and had customized toolbars and buttons that made his life easier. With the familiar interface now gone, Joe is not sure where to find these simple features! Sure, he can search Microsoft Office Help, but then he'll have to sift through a bunch of instructions he doesn't really need, read about the path to each feature and then locate it himself. Or he could wander through the ribbon until he stumbles upon the relevant commands, or start browsing the Internet for an answer. Joe could also call the company helpdesk, but then he'd have to wait on hold because everyone else is calling support for similar problems. Joe's frustration is rising, and his sense of helplessness in the face of simple tasks is understandable.

This is where Leo can help. By simply typing a question into the Leo search box, Joe will not only get his answer, but will also get Leo to **do it** for him. Joe can sit back and watch as Leo does all the clicking, taking him to the feature he needs and activating it for him on his document. In the process, Joe learns how to access the feature he was looking for. Leo will not only provide an instant solution to his question, but can also **guide him** through it so that he learns how to do it himself. When he's done finalizing that memo using Leo, Joe can get instant answers to hundreds more questions about Microsoft Office 2010, with Leo.

Now imagine Joe's situation, multiplied by the number of employees in your organization.

Think of all the costs, productivity loss and frustration that a software upgrade can cause, and which your company can avoid by using Leo.



## So What Is Leo?

Leo, **the next generation of application help**, provides an unparalleled interactive help solution that enables any application user to quickly learn, adopt and operate any application. Leo works on any type of application, whether it's desktop- or Web-based, standard or custom, shelf or home-grown. Leo provides help on the application itself, not via videos, scripts or presentations. Leo requires **no** integration to any source code, databases or APIs. Leo makes absolutely no footprint on the application it provides help for.

Supporting your users as they work, Leo will:

- ✓ Reduce software deployment and adaptation time
- ✓ Reduce your organization's training costs
- ✓ Eliminate overloads on your help desk
- ✓ Minimize loss of productivity
- ✓ Eliminate user mistakes and ensure adherence to procedures

Get Leo for your organization today!