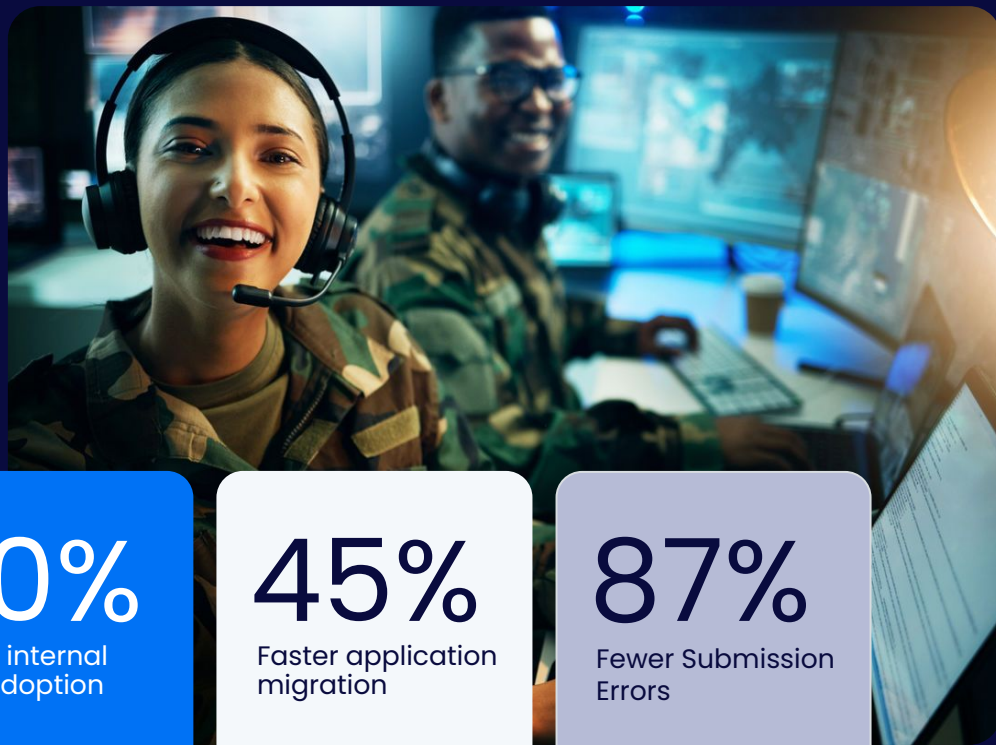# walk me

Adapt & Adopt Technology
At The *Speed* Of The *Mission*

Accelerate beyond traditional classrooms and job aids, overlay real-time user guidance and context on live apps with A.I.

Nick Hester nick.hester@walkme.com
DoD Account Manager

60%
Faster internal user adoption

45%
Faster application migration

87%
Fewer Submission Errors

IDC White Paper, Business Value of WalkMe, June 2023

People are overwhelmed | Reduce Cognitive Load

ATLASSIAN · SharePoint · Office · SAP S/4 HANA · servicenow · GitHub · Dynamics 365

ArcGIS · Teams · slack · ORACLE

SAP SuccessFactors · SAP Concur · salesforce

DISA / DODIN

Classified Networks

Non-Valued Time

Change Mgmt

Software Training

Job Aids How-Tos

Legacy Approach to Adoption

walk me

People · Process · Tech

Overcome Operational Drag Associated with Tech Uptake

WalkMe Use Cases and Impact Opportunity

Change Management
Communicate and guide users through change contextually with minimal formal training.

Documentation Automation
Reduce the need for manual document creation and maintenance with process capturing technology.

Cross Application Automation
Address UX/CX shortfalls by guiding Users through workflows that span multiple applications.

Support Reduction
Prevent help tickets with just-in-time assistance and behavior-based help.

Process Efficiency
Improve the overall adherence to process

End User Efficiency
Improve agent productivity and satisfaction by providing proactive enablement.

Training Reduction
Reduce knowledge loss from acquisitions training with in-system guidance and information.

Compliance
Create tips and guidance to ensure adherence with process requirements.

Beyond FY24- Shifting Buyer Mindset

**LOW VALUE
LEGACY APPROACH
NICE TO HAVE**

**HIGH VALUE
INNOVATIVE APPROACH
STRATEGIC ADVANTAGE**

ENABLEMENT

TRAINING
ONBOARDING

≠

ENGAGEMENT

ADOPTION
CHANGE MGMT

walkme ™

Getting Started with WalkMe

EASY

WalkMe is Platform Agnostic
Turnkey, Low Effort, WalkMe does the Heavy Lifting

Top Captures

(FY23-24)

$20B+

Air Force Oracle EBS Build
USPS Pilot
VA Supply Chain MGMT
DoD Transcom- JTMS
Army EBS-C
UST T-cloud
GSA ETSNext
Defense Travel System
VA/DHA Oracle Cerner

Clients

- U.S. ARMY
- AMTRAK
- VA U.S. Department of Veterans Affairs
- GSA
- THE DEPARTMENT OF THE TREASURY 1789
- Freddie Mac
- DEPARTMENT OF HEALTH & HUMAN SERVICES · USA ·
- NORTHROP GRUMMAN
- DEPARTMENT OF STATE · UNITED STATES OF AMERICA ·
- LOCKHEED MARTIN

Active Builds

- salesforce
- CROWDSTRIKE
- SAP HANA
- appian
- SAP Concur
- ORACLE
- SIEMENS
- CISCO
- Microsoft 365
- servicenow
- moodle

Thank You.