

CoreView vs. eLearning

Training and Adoption Solutions

Comparing the Just-in-Time Learning model with the standard eLearning Curriculum methods of the past



Training



Adoption



Productivity

VS.

CoreView JUST-IN-TIME LEARNING

eLearning

✓ Integrated into the **User Interface**



External **training URLs** to Office 365

✓ **Keeps users working** while they learn and improve productivity



Takes users' focus away from work while they learn

✓ **Practical 'How-To'** Content



More theoretical 'conceptual' content

✓ **Integrated Change & Adoption** Management Framework



Standalone, training-only solution

✓ **Reduces support costs**



Often **increases support costs**

COMPARISON MATRIX

☐ Feature or capability is equivalent

✔ Feature or capability is present

✘ Feature or capability is not present

✔ Partial feature or capability

FEATURE DESCRIPTION	COREVIEW	E-LEARNING	COMMENTS
Integrated Learning			
Integrated into Office 365 App Launcher	✔	✘	CoreView Just-in-Time Learning is accessible by users as a 'first-class citizen' in Office 365 via the Office 365 App Launcher (AKA the 'Waffle').
Integrated into Office 365 Help Pane	✔	✘	CoreView Just-in-Time Learning is accessible by users directly from the Office 365 Help Pane, which is where most novice users instinctively go for help.
Integrated into Dynamics 365 Menus	✔	✘	CoreView Just-in-Time Learning is embedded into the Dynamics 365 menu structures, and can show context-sensitive help & training for the specific entity being worked on by the user.
Integrated into Microsoft Teams	✔	✘	CoreView Just-in-Time Learning is available as a 'first-class citizen' app in Microsoft Teams.
Integrated into SharePoint Pages	✔	✘	Organizations can use CoreView Just-in-Time Learning to build slick, fully-featured learning sites within SharePoint pages.
Single Sign-On for End Users	✔	✘	CoreView Just-in-Time Learning always logs users in automatically by using their existing Office 365 identity. They are never prompted for additional usernames or passwords.
Integrated into the CoreView Change & Adoption Management Framework	✔	✘	CoreView Just-in-Time Learning is fully integrated into the CoreView Change & Adoption Management Framework – thereby enabling organizations to compare usage metrics of Office 365 features and products before and then after training.
Productivity and Adoption Management			
Work While You Learn	✔	✘	CoreView Just-in-Time Learning keeps users working while they learn. The underlying philosophy is to provide practical help & training to users as and when they need to complete a specific task or use a specific feature in Office 365 or Dynamics 365. This approach improves productivity, rather than taking a user's focus away from work while they learn.
Zero Barriers to Learning	✔	✘	CoreView Just-in-Time Learning does not place any 'sign-up' or 'tell-us-about-yourself' barriers between the user and the training, unlike most e-learning products. With CoreView, users simply start learning straight away.
User-Driven Learning On-Demand	✔	✘	Rather than assigning what an organization thinks a user may need in terms of learning, CoreView takes a different, bottom-up approach. A user's learning needs are best defined by the user – as and when they need to complete a specific task, or use a specific product in Office 365 or Dynamics 365.
Always Available	✔	✔	CoreView Just-in-Time Learning is always available to users as they make progress with Office 365. Unlike e-learning products where a user is expected to learn ahead of time in a fixed period, and then recall the details when they need it, we provide access to all the training, all the time. Users can learn the basics on day 1, and then find increasingly sophisticated training as their needs progress.
Active Adoption Processes via Learning Campaigns	✔	✘	The messaging & communication framework of CoreView, along with targeted learning campaigns for the Just-in-Time Learning features helps organizations target specific, relevant training to users who need it. It then measures the success of those campaigns by correlating consumption statistics for the training with usage statistics for Office 365.
Content Focus			
Practical Content	✔	✔	CoreView Just-in-Time Learning provides what most end users want – practical, short "How-To" videos that show them how to complete the tasks they need to perform.
Up-to-Date Content	✔	✔	CoreView Just-in-Time Learning releases new and updated training content to the end users through innovative delivery methods (such as cloud-based content delivery), meaning that our content is always up-to-date with Office 365.
Full Device & Browser Support	✔	✘	The CoreView Just-in-Time Learning user interface is designed on a 'mobile-first' principle, which means the solution and content works on iPads, iPods, iPhones, Android Phones & tablets, Windows Phones & tablets, and for every single desktop browser from Internet Explorer 4 upwards.
Full audio-search for training content	✔	✘	Users can search CoreView Just-in-Time Learning for any keywords or phrases, and we perform not only metadata search but we also return 'How-To' videos that contain the search terms in the audio soundtrack.
Total Cost of Ownership			
Zero Barriers to End Users	✔	✔	CoreView Just-in-Time Learning does not place any 'sign-up' or 'tell-us-about-yourself' barriers between the user and the training, unlike most e-learning products. With CoreView, users simply start learning straight away.
Zero Barriers to Administrators	✔	✘	CoreView Just-in-Time Learning does not require administrators to provision user accounts, assign training to users, troubleshoot log-in problems, or perform any other actions that might provide a barrier to adoption of the solution. With CoreView, the Just-in-Time Learning is deployed with just a few clicks and is then ready for the entire organization.
Actively Designed to Answer 'How do I...?' Questions	✔	✘	In general, across all business software, up to 40% of help desk/service desk incidents are actually 'How do I...?' questions. For Office 365, this figure is 60% (according to Microsoft's own data). CoreView Just-in-Time Learning is designed specifically to eliminate these huge costs for an organization.
Extensible to ANY other type of training	✔	✘	CoreView Just-in-Time Learning enables organizations to easily add their own custom training for any other type of subject, such as soft-skills, internal business processes, other software training, and so on.