Light My Way

NEW WAYS OF MAKING HAPPY AND PRODUCTIVE USERS

Light My Way is a browser plugin (web extension) used to record and distribute information within web applications. The technology is context aware and provide instant just-in-time in-app information as the user interacts with the UI. The product ensures informed users and intuitive learning. To the user the information looks fully integrated in the platform, but the solution only lives in the browser. The recorded data is stored on TECHNIA.cloud and can be exported and deployed on-prem.

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TECHNIA
PART OF ADDNODE GROUP

BUSINESS CHALLENGE

Users finding 3DEXPERIENCE hard to learn, due to complex processes, infrequent tasks, new releases, new apps & onboarding. Users do not read documentation, and they do not like calling support. This risks leading to poor acceptance and solution detractors (risking the full project). Misuse could also lead to poor data quality, driving huge cost downstream. Customers often do excessive training and support to mitigate driving additional cost.

SOLUTION / KEY FEATURES

The solution is mainly used for in-app learning, but the technology is also leveraged for other reasons.

- Step by step user guides (complex processes, infrequent tasks)
- Introduction tours
- Just in time user documentation recommendations
- Instant feedback and input validation for data quality
- Notify and inform users with important messages in platform
- Gain insights, deliver usage data, report and understand how the platform is used

KEY BENEFITS

Reference group studies shows that users prefer learning while doing or getting instant feedback directly in-app over traditional user guides, e-learning or calling support. Reducing use of external sources for information has a positive effect on the overall perception of the platform. Just in time delivery also improves information penetration, acceptance, data quality and user productivity.
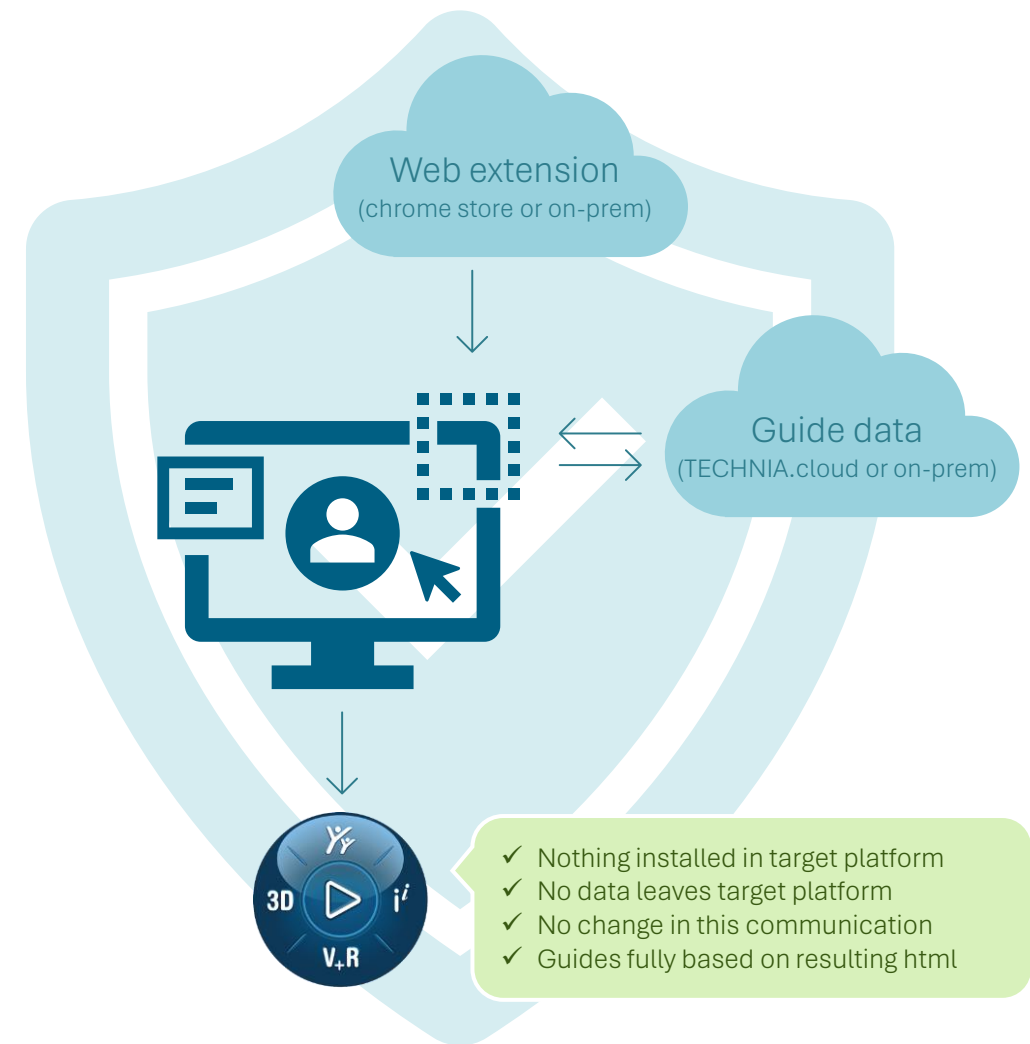
Users that learn from instant feedback creates a pattern that they keep on using for a long time, even with the feedback turned off. If users learn the right pattern from day one, there is a big productivity gain over time and a reduced risk they fall back into wrong pattern again. Users that get relevant contextual feedback spend less time searching documentation or waiting for support. Users that get notified of data entry issues are likely to comply with large downstream productivity gains.

Education teams spend less effort maintaining traditional trainings and documentation. Support teams experience less recurring support.

ADOPTION

Less frustration from
- Not understanding
- Searching documentation
- Waiting for support

Business acceptance is #1 reason for failed PLM projects

PRODUCTIVITY

Less time spent on
- Finding the right click
- Searching documentation
- Waiting for support
- Correcting downstream data

A 10 min daily saving for 500 users, is more than 10 employee's working full time

COST OF OWNERSHIP

Less effort
- Teaching
- Updating documentation
- Supporting users
- Correcting data issues

Strong ROI and easy to provide the business case

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- ✓ On-prem hybrid (self-hosting option)
- ✓ Guide Data (stored in server repository)
  - ✓ Classification: Public or Internal
  - ✓ Recordings controlled by customer ('click here' + html identifier)
  - ✓ Configurations to recognize 3DEXPERIENCE UI (css / xpath selectors)
  - ✓ Subscription audit detail (3DEXPERIENCE user id's, last use dates etc)
- ✓ Access control
  - ✓ User: JWT token (registry to request header)
  - ✓ Author: JWT token (registry to request header) + Passkey
  - ✓ Admin: Passport (username / password)
  - ▪ Key Cloak with MFA etc for Authors and Admins (PLANNED)
- ✓ Web Extension Client
  - ✓ Integrity: reviewed, approved, hosted and secured by chrome store
  - ✓ Quality assured, scanned and tested before all (releases)
  - ✓ Safe configuration format (css/xpath, no script injection or similar)
  - ✓ Permissions: storage, webNavigation, unlimitedStorage, contextMenus
- ✓ Tools
  - ✓ ZERO vulnerability policy
  - ✓ Vulnerability scans (dependency track) executed and acted on continuously
  - ✓ Controlled build chain (jenkins)
  - ✓ Controlled deploy (terraform, docker)
- ✓ Traceability / audit
  - ✓ History of configuration changes in admin UI
  - ▪ History of guide changes in admin UI (PLANNED)
- ✓ Protocol
  - ✓ SSL/HTTPS
- ✓ ISO 27001 (information security)
  - ✓ Certified and audited on a yearly basis. We are continuously following up and mitigating security risk and have a security mindset in everything we do.

Web extension
(chrome store or on-prem)

Guide data
(TECHNIA.cloud or on-prem)

3D
i
V+R

- ✓ Nothing installed in target platform
- ✓ No data leaves target platform
- ✓ No change in this communication
- ✓ Guides fully based on resulting html

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PRODUCT DATA

Target platforms	Web applications (CATIA / native clients is not possible)
Supported platforms	3DEXPERIENCE (3dspace, 3ddashboard) - Support details
Supported versions	2019x and later
Supported platform hosting	On-prem and DS Cloud
Industries	All
Documentation	Product Documentation
Supported browsers	Chrome, Edge

Light My Way

THE ONLY DIGITAL ADOPTION SOLUTION* DEDICATED TO 3DEXPERIENCE

3DEXPERIENCE configurations built-in, supported & growing with the platform

- Plug & play
- High quality & perfect fit
- Easy content creation by point & click directly in-app

GUIDES   USER DOCS   QUALITY   NOTIFY   INSIGHT

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DASSAULT SYSTEMES

3DEXPERIENCE®

https://www.technia.com/software/light-my-way