Unlock the full potential of your software

Userlane makes your people more productive and your IT spend more efficient.

Eliminate digital friction
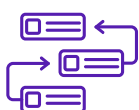
Cut software waste

Increase employee productivity

userlane

DIGITAL ADOPTION

Eliminate digital friction, cut software waste and increase employee productivity with Userlane

Businesses increasingly prioritize digital adoption as part of their strategy. Yet only 45% of enterprise software achieves its expected value.

Successful digital adoption has become critical to Digital Transformation and Change Management strategies. It aims to maximize software investments, reduce the wastage associated with underutilized applications, and enhance employee experience.

Optimize workflows and processes

Reduce training need and speed up the process

Accelerate SaaS roll-out and onboarding

Enhance and measure employee satisfaction

Identify unused applications

Cut operational costs

www.userlane.com

DISCOVER

Uncover applications used within your organization with App Discovery

Identify which applications your employees use.

Discover underutilized or duplicated software.

Reduce risk by uncovering shadow IT.

Realize cost savings by consolidating software spend.

App Discovery gives you plug-and-play visibility into software usage within your organization.

SORT BY **Users (desc.)** ⌄ 🔍 Search

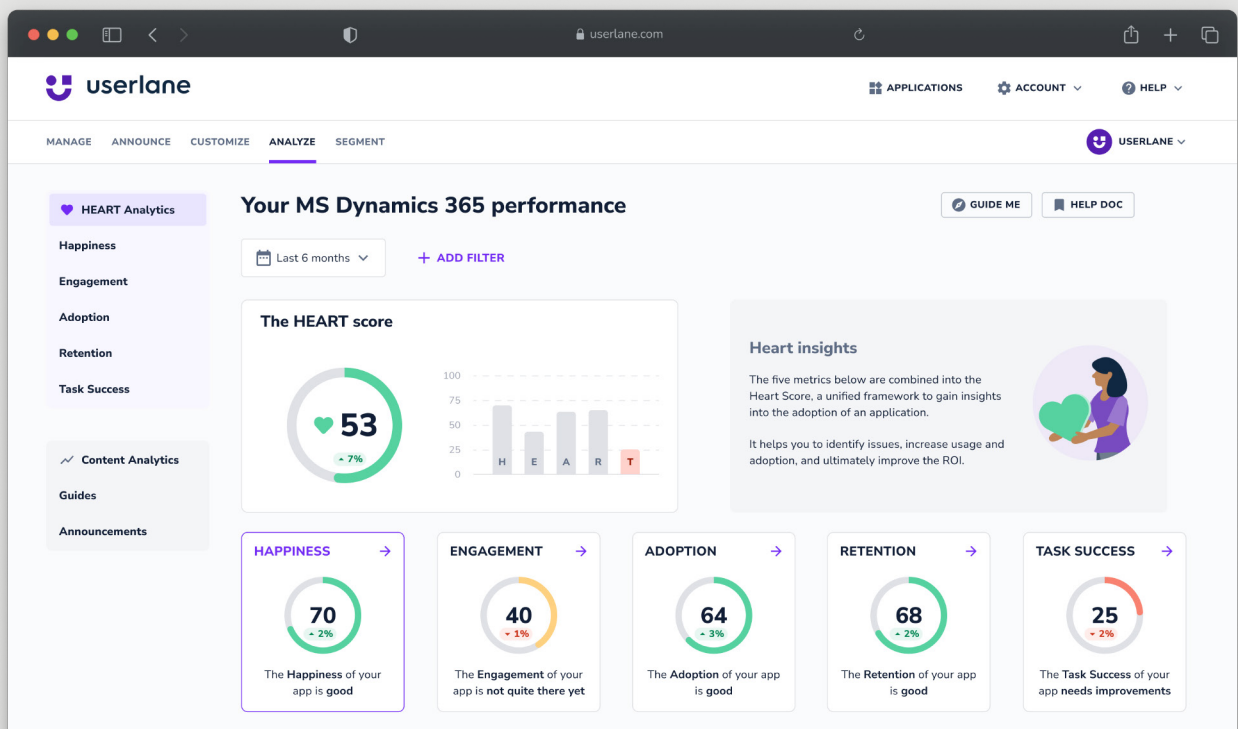|		
Ⓐ Adobe Creative Cloud (Web)	**23,573** Users	+
SE ServiceNow	**18,271** Users	+
Google Docs	**11,697** Users	+
ChatGPT	**7,966** Users	+
Q Quora	**5,251** Users	+
Make	**3,952** Users	+
Salesforce	**3,329** Users	+
GC Google Calendar	**2,576** Users	+
DO DocuSign	**1,823** Users	+
box Box	**1,503** Users	+

‹ 1 2 3 4 ••• 6 ›

App Discovery helps you identify unnecessary overlaps and underutilized resources without any disruption or need for integrations. Simplify your SaaS landscape and uncover opportunities for optimizing your software usage.

UNDERSTAND

Understand where your people struggle and identify underutilized applications with HEART Analytics

Userlane HEART is the world's first standardized analytics framework for measuring value realization and software adoption across enterprise applications.

Collect insights from our bespoke HEART analytics framework and learn how your organization uses applications across the five user-centric dimensions. Identify any areas causing friction and pinpoint underutilized applications or processes. Then, strategically reallocate your investments and resources to maximize their impact on your business.

Happiness
Measure employee sentiment across various aspects of daily application use.

Engagement
Assess whether users are meaningfully engaging with the software.

Adoption
Determine how often employees are using the software and the extent of usage.

Retention
Measure the frequency at which your users return to the application.
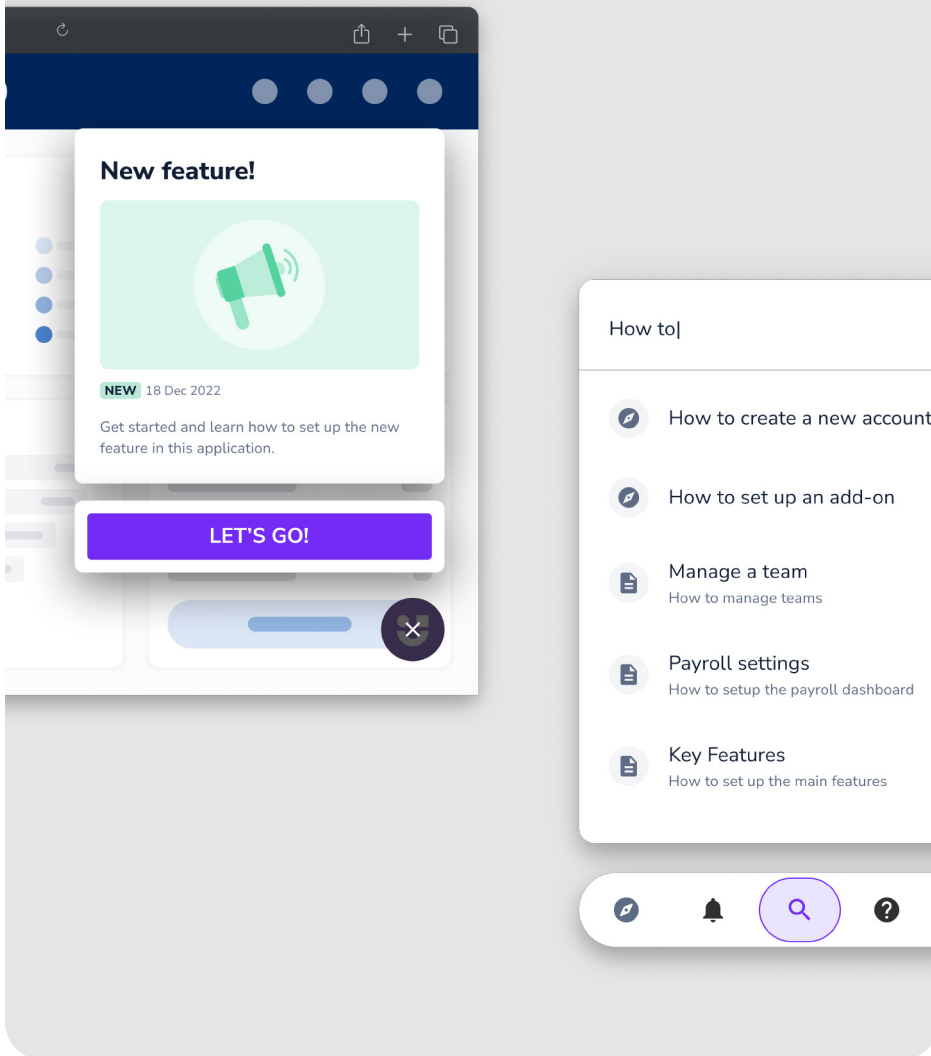
Task Success
Track task completion, uncover and mitigate critical process risks.

IMPROVE

Improve software usage and adoption by leveraging Engagement Suite with in-app guidance

The Userlane Engagement Suite overlays any software application and provides personalized, in-application guidance to instantly remove roadblocks and boost employee productivity.

New feature!

NEW 18 Dec 2022

Get started and learn how to set up the new feature in this application.

LET'S GO!

How to|

How to create a new account

How to set up an add-on

Manage a team
How to manage teams

Payroll settings
How to setup the payroll dashboard

Key Features
How to set up the main features

Remove digital friction and boost employees' productivity.

Streamline communication by promoting new features and updates.

Guide employees through your processes exactly when they need it.

Enhance your software usage with Userlane's Engagement Suite. Build interactive guides using a no-code content creator equipped with the latest AI. These guides provide real-time, step-by-step instructions to users, making complex software and processes easy to navigate.

Tooltips and beacons offer context-sensitive help, while announcements share important updates with users. The suite also provides multiple enterprise functionalities, including integration with external knowledge bases, centralized rollout, and state-of-the-art privacy and security measures.

Design and build content and processes for your applications with AI support.

SUCCEED

Real results achieved with Userlane

DB

2X
increase in software ROI

5X
higher employee productivity

97%
more efficient software training

AGCO
Your Agriculture Company

2X
reduced response time

57%
high user retention

Linde

60%
decrease in training cost

48%
decrease in support requests

FORVIA
HELLA

74%
higher user engagement

25%
decrease in training costs

SAP · BASF · Allianz ⑩ · BIONTECH · BMW GROUP · BMW MINI ROLLS-ROYCE MOTOR CARS NA LLC

celonis · P&G · Audi · Lenovo · dpd group · Mercedes-Benz · RENOLIT

userlane

| | Built for enterprise | | Award winning | | Scalable & fast | | Global operations | | Made in Germany |

Userlane helps companies unlock the full potential of their software, making employees more productive and IT spending more efficient.

Userlane's innovative Digital Adoption Platform eliminates digital friction and cuts software waste by enabling enterprises to discover which applications are used within the organization. It helps understand areas where people struggle and improves software usage with real-time guidance through company-specific processes directly within the application.

www.userlane.com