

Building a user-friendly ERP system with ClickLearn



K3 Business Technologies is an international provider of business technology solutions, with 750 employees spread across the globe. Its K3|pebblestone product is an ERP solution and designed specifically for organisations in the fashion industry, from manufacturers to distributors and wholesalers of all sizes.

For over 25 years, K3|pebblestone had been based on Microsoft Dynamics NAV. So, when Microsoft announced that it was updating Dynamics NAV to Dynamics 365 Business Central, the team saw an opportunity to modernise and rebuild its product from the ground up.

A straightforward user experience and simplicity were the core tenets of the design philosophy. Aly Breeman, Product Manager, K3|pebblestone explained:

"We believe that our new solution should be very easy to use and understand, especially as it's built on a cloud product. This was the direction we wanted to go."

Aly Breeman, Product Manager, K3 | pebblestone

However, with customers in over 30 countries, speaking over a dozen languages, ensuring that they all have a seamless onboarding experience would be a challenge. The team needed a multilingual solution to ensure that the new ERP solution could be fully utilised by all customers.

IMPLEMENTING CLICKLEARN

Every feature was designed with usability in mind, and ClickLearn was central to making this possible. K3 wanted to avoid traditional instruction manuals and in-person training because many users don't have the time out of their busy schedules to read several pages or join classes. Additionally, with users in several different speaking parts of the world, creating materials in so many different languages would be too time consuming and resource intensive.

FACTS ABOUT K3 BUSINESS TECHNOLOGIES

- Founded in 2001, K3 Business Technologies is a leading business solutions provider, focusing on helping its clients make the best possible use of technology to meet the demands of their customers.
- 3,700 customers in over 50 countries, and revenue of over £90m.
- Needed to rebuild K3 | pebblestone (ERP solution for the fashion industry), to run on Microsoft Dynamics 365 Business Central.
- The new version of K3|pebblestone launched in September; ClickLearn provided platform for all instructional material for every feature across multiple languages
- Implementation takes 25% less time than the previous version.



www.k3btg.com

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Therefore, as part of the product development phase, the team used ClickLearn to create videos for every feature of K3|pebblestone, ensuring that each part of the solution had easily understandable videos to explain what it's there for and how it works.

"We decided that we wouldn't release any part of K3|pebblestone without a ClickLearn video and we built this into the product development workflow. The developers created the features, and then consultants made the ClickLearn video around it. Nothing was released without a video."

Aly Breeman, Product Manager, K3|pebblestone

Each video was created in different languages, ensuring that customers around the world can easily use K3|pebblestone.

"With our previous product, sometimes we didn't make instructions, or customers wouldn't read them which meant that they didn't understand how things worked or why things were there. ClickLearn helped us create these instructional videos extremely quickly – in less than an hour we could create instructions just by pointing and clicking, and in multiple languages. We've essentially made an in-app training portal which houses over 25 detailed videos made using ClickLearn. This helps ensure that all parts of the solution are fully utilised." - Aly Breeman.

EASY DEPLOYMENT AND AGILE DEVELOPMENT

By using ClickLearn, K3|pebblestone customers can quickly get things up and running. Implementation takes 25% less time than the previous version, while customers and partners are very impressed with the instructional content that comes as standard.

The team also found that ClickLearn perfectly complemented their agile development approach. ClickLearn empowered the team to develop videos as and when features are created, with its simplicity and ease-of-use providing no bottlenecks in the workflow. With bi-monthly updates planned, ClickLearn will be integral to ensuring that all future versions are simple and easy to use for customers.

"ClickLearn has been perfect for the development of K3|pebblestone as it's matched our design philosophy. It's matched our agile development, and helped customers quickly get up and running in different countries around the world."

Aly Breeman, Product Manager, K3|pebblestone

FACTS ABOUT CLICKLEARN

- Integrated with the full suite of Microsoft Dynamics including Dynamics 365 Finance and Operations, Customer Engagement, Business Central, Dynamics AX, Dynamics NAV and Dynamics CRM
- Automatically produces seven different types of content such as narrated videos, PDFs and live assistants
- Helps to ensure user adoption
- Easy onboarding
- A customizable template-based system for compliance

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