

# Opus Case Study



## MICHELMAN INC.

Science for a sustainable future



Trish Muir

Director of Enterprise Resource Planning



Epilogue Opus is like Oracle UPK on steroids. Opus is a great product and the Epilogue team is first class.



## Key Results

4

Enterprise applications

65

Subject Matter Experts as content creators

~300

Converting thousands of Oracle UPK topics related to content





## Highlights at Michelman Inc

- Opus is now the JDE end user support platform for all users
- Replaced UPK in 2022 in under 3 weeks
- IT applications include JD Edwards, UKG, TM1 & MS Power BI
- Michelman have almost 300 documents created and increasing
- Michelman have over 65 SME involved in content creation
- Opus supported multiple languages, including double-byte character set



Michelman is a global developer and manufacturer of environmentally friendly advanced materials for industry, offering solutions for the coatings, printing & packaging and industrial manufacturing markets, formed in 1949 and is headquartered in Cincinnati, Ohio. Michelman has production facilities in North America, Europe and Asia, product development and technical service centers in several major global markets.

In 2022, Trish Muir, the Director of Enterprise Resource Planning knew that their JD Edwards training solution, Oracle UPK, was coming to the end of its life, presenting sustainment and security issues. Muir was tasked with producing all educational, end user support and change content for their JDE installation, focusing on having all employees become self-sufficient in Finance, Human Resources and Supply Chain Management. Muir knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those JDE areas. Muir needed to replace UPK and began an assessment of Digital Adoption Platform solutions, including Adobe Captivate, Whatfix, uPerform and Epilogue Opus.

Regarding their selection criteria, Muir stated, "Foremost, we needed a DAP that could easily and accurately convert our UPK content, not only maintaining all content types but also allowing the converted files to be usable going forward as edits are required over time." She continued, "Also, our training team has limited resources so a high priority was the ability to create custom content by involving domain experts in the business. This means the DAP had to be easy to use and not time consuming." Epilogue offered a trial which not all competitors would offer, providing Muir's team the opportunity for first hand use and assessment. "Opus allows us to use domain experts to author the content, then my team reviews, edits and publishes from one workflow system within Opus. Opus is like Oracle UPK on steroids." Muir concludes.



With UPK sunsetting at the end of 2022, continued use of UPK presents a number of issues, one of which is the security issues created by continuing to use an unsupported software product. "Security was a major concern so replacing UPK was a foregone conclusion, we just wanted to be sure the DAP we selected was capable of meeting our needs on a growing scale for years to come."

Muir concluded "Epilogue was the right choice because not only is Opus the DAP that meets our needs, it's application agnostic and allows us to standardize this approach across our tech stack, including Salesforce, UKG, PowerBI and

others. Also, the level of support we get from Epilogue is fantastic. Opus is a great product and the Epilogue team is first class.”

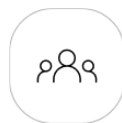
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Michelman had several Key Business Objectives for the chosen Digital Adoption Platform:



Available to  
all users



Application  
agnostic



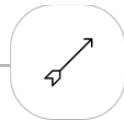
Ease and speed  
of content  
creation



Step by  
step  
guidance in  
many  
formats



Delivered in-app  
at user's  
moment of need



Reduced time  
to proficiency  
in employees

## IESEXPLORE MORE CASE STUDIES



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Acme brick



Methodist Health System



Canon medical

**Increase user  
productivity**

**Reduce business  
cost**

**Enable customer  
success**

**Schedule a call with one of our  
digital adoption specialists.**