

Success Story

How **Forvis Mazars** Saved Countless Hours & Reduced Employee Costs:



**forvis
mazars**



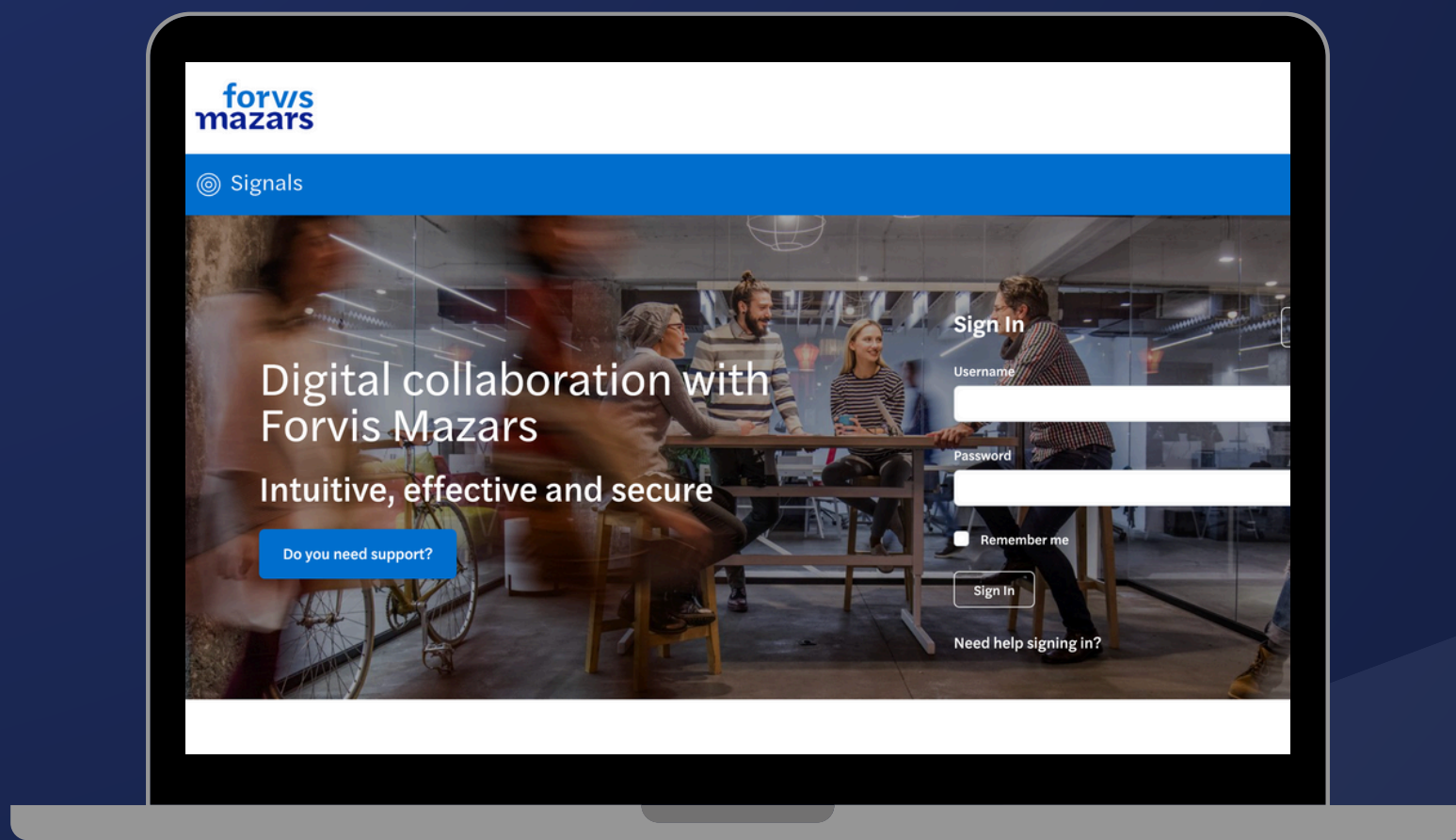
Quick Summary

- ★ Forvis Mazars needed a way to educate users without leaving their new platform, "Signals."
- ★ They also wanted to onboard users autonomously, with almost no input from them.
- ★ They onboarding checklists & interactive guides and saw a huge drop in support requests.
- ★ They also saved on employee costs after eliminating hours of interdepartmental work.





Forvis Mazars had launched their new platform, Signals, and all was going well. But...



They had 2 problems, according to Rob Vergeer, Programme Director of Signals:

An **international** audience, and keeping the content **up to date**.



The Problem

Forvis Mazars launched their collaboration platform, Signals, to enhance digital experiences for clients.

"We needed a solution that could be quickly and easily adapted to the continuous development of Signals."

- Rob Vergeer, Programme Director of Signals

The problem was that they had a huge international audience and the contents would need to be updated for all segments.

Traditional onboarding was **costly and inefficient.**





Switch to UserGuiding

Then, they discovered UserGuiding, especially the onboarding checklists and interactive guides.

"Forvis Mazars was very much supported in scaling up UserGuiding & convincing our stakeholders to get the solution onboard."

- Rob Vergeer, Programme Director of Signals

This allowed them to provide **self-serve onboarding globally**, editable in bulk when needed.





End Result

With UserGuiding, Forvis Mazars **saved on employee costs** by cutting hours in development, design, and product management in 3 years.

"We can imagine using UserGuiding for even more tools and services at Forvis Mazars to support users in operating them."

- Rob Vergeer, Programme Director of Signals



Success Story

That's how Forvis Mazars Found Success.

What Will Be Your Success Story?

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