

# Reducing Onboarding and Training Costs in Regulated Environments

# The Challenge: Complex Tools in Regulated Industries

Application Lifecycle Management (ALM) tools such as Siemens Polarion are indispensable in regulated industries like automotive, medical technology, and aerospace. They support compliance with standards such as ISO 26262, ASPICE, and NIS2. However, their complexity often results in long onboarding times, steep learning curves, and high training costs—especially for teams spread across locations, languages, or time zones.



## The Hidden Cost of Inefficient User Enablement

Inadequate onboarding not only delays productivity but also introduces risks:

- Users skip critical process steps
- Documentation is incomplete or inconsistent
- Compliance violations occur unintentionally
- Senior staff waste time answering recurring questions
- Project delays due to incorrect tool usage

Training documents, wikis, or video tutorials are static and quickly outdated, failing to support users in real time as they navigate daily tasks.

## The Solution – Context-sensitive in-app-guidance with Newired

Newired is a Digital Adoption Platform that overlays interactive, step-by-step guidance directly on top of ALM systems like Siemens Polarion. Without writing code or altering system logic, companies can create contextual walkthroughs, checklists, and tooltips to guide users through even complex processes. Key benefits include:

- Faster onboarding for new team members
- Reduced dependency on in-person training
- Support for process changes without retraining
- Lower support effort for admin and power users
- Increased confidence and compliance in everyday use

The screenshot shows a software interface for 'Drive Pilot'. On the left, a sidebar includes 'Requirements', 'Design', 'Risks', 'Planning', 'Development', and 'Testing'. A 'Plan' board is displayed with columns for '0 Open', '2 In Progress', '0 Done', and '4 Resolved'. Two items are visible: 'BD-393 - iPad User Interface application auth code' and 'BD-454 - Drive Pilot warnings on special conditions'. A 'Work Item Properties' dialog box is open for 'BD-393', showing fields for 'Assignee(s)', 'Severity', 'Status', 'Resolution', 'Initial Estimate', 'Remaining Estimate', and 'Time Spent'. It also lists 'Links' and 'implements'.

## Customer Achievements and Success

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As a Process Team, we were overwhelmed with tickets seeking solutions for simple queries. It became crucial to reduce the ticket load and empower our users to help themselves. That's how we got to Newired – a solution that allows us to prioritize developing processes and efficiently maintaining our tool despite limited resources



**Christian Angerer**  
Senior Process Manager – Processes & Methods  
R&D Global Operations & Governance

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Thanks to Newired, we've accelerated customer management, making the user experience more secure and continuously improving. The tool has also enhanced our knowledge management with new options, aligning with regulations and customer needs.



**Simone Falasca**  
Head of Customer Transformation at Acea Energia

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The introduction of the NEWIRED solution in e-Distribuzione, especially as a support to the FORCE-BEAT product, has allowed us to deliver the proper "Know-How" on the use of company applications. Newired has become a "Must-Have" application for our processes. With the real-time publishing functions, it allows us to quickly disseminate new operating methods and critical updates, helping us to reach, in a few simple steps, the entire company staff involved in the planning and final accounting processes of the activities in charge of e-Distribuzione.



**Giovanni Parascandolo**  
Network Systems and Operational Support Representative

# Example Use Cases

- Onboarding new engineers into an ASPICE-compliant change request process
- Walking QA testers through test case review and approval in Siemens Polarion
- Guiding project managers through release planning templates
- Updating processes dynamically after regulation changes (e.g., CRA, NIS2)

## Newired benefits

Engineer onboarding → From 6 weeks → 2 weeks with Newired

QA testers → Error rates cut by 30% thanks to in-app guidance

## Conclusion: Empower Users – Reduce Costs

Training and enablement are often underestimated cost drivers in ALM-based development. Newired helps organizations lower this burden by embedding real-time support into the systems users work with every day. The result: faster ramp-up, fewer errors, and better compliance across the board.

### Book a demo today

see how Newired reduces onboarding costs by up to 40%

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