



JAGGAER U After Go-Live

Increase Adoption, Grow ROI, Expand Usage and Ensure Continuity



Quick Info for Customer Team Leaders



JAGGAER University

Something for Everyone...

Implementation Stakeholders



Understanding Product Benefits and Features

Videos and short courses to show stakeholders what JAGGAER products can do, and the options available

Functional Leads



Learning to Manage Resources and Functionality

Demos, classes or comprehensive courses on creating templates, managing catalogs, setting up approvals and other tasks

Site Administrators



Gearing Up to Administer Sitewide Settings, Processes and Users

Comprehensive course pathways to get new admins up to speed on what's possible and how to manage it all



What JAGGAER U Can Help You Do

Ongoing Guidance Throughout the Customer Journey



Growth, Expansion and Continuity

- **New administrators** take the reins quickly, with less hand-holding required, when transitions occur
- **Business process owners** find ways to facilitate broader and more effective and efficient system use
- **Resource managers** learn how to manage templates, documents, workflows, supplier vetting, RFx processes, etc.



What JAGGAER U Can Help You Do

Ongoing Guidance Throughout the Customer Journey

Content Available in Multiple Modalities

- **Just-in-time eLearning** offers “how-to” guidance for key tasks or insights into unused (or under-used) functionality
- **Best Practice-oriented classes** and **expertise-building PowerPacks** facilitate a strategic planning process for growth and improved business processes
- **Courses** provide comprehensive understanding of product features, functionality and management
- **Learning and Certification Pathways** provide role-based plans for learning what’s essential for optimizing use and maximizing success





JAGGAER University Content

Who Should Get Access to JAGGAER U?

Key Context:

- JAGGAER University content is primarily for **decision-makers**, **resource managers** and **site administrators**
- Our introductory content helps key stakeholders understand capabilities and options, to make solid implementation decisions
- Our Admin classes and courses prepare resource managers, business process owners and site admins to manage everything
- It is not designed for end users, who get their in-app guidance through built-in functionality (JAI, Assist, Adopt, etc).

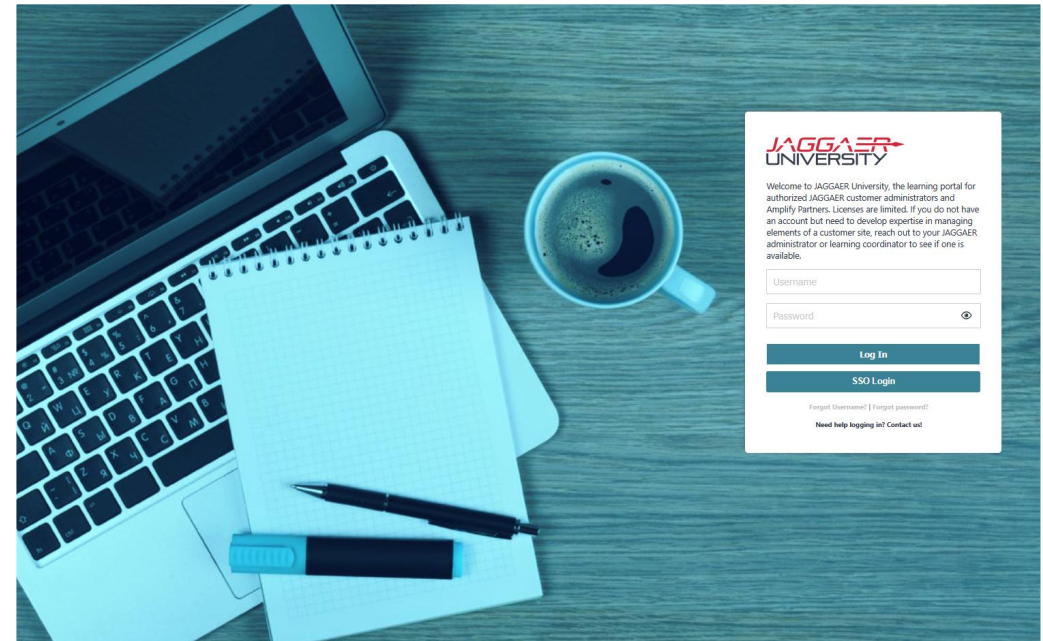
Customers access JAGGAER University at this link:

<https://university.jaggaer.com>

Once logged in, see the [Get Started](#) page

Find pathways for your products from the [Solution Enablement Center](#)

Find the [Course Catalog](#) here

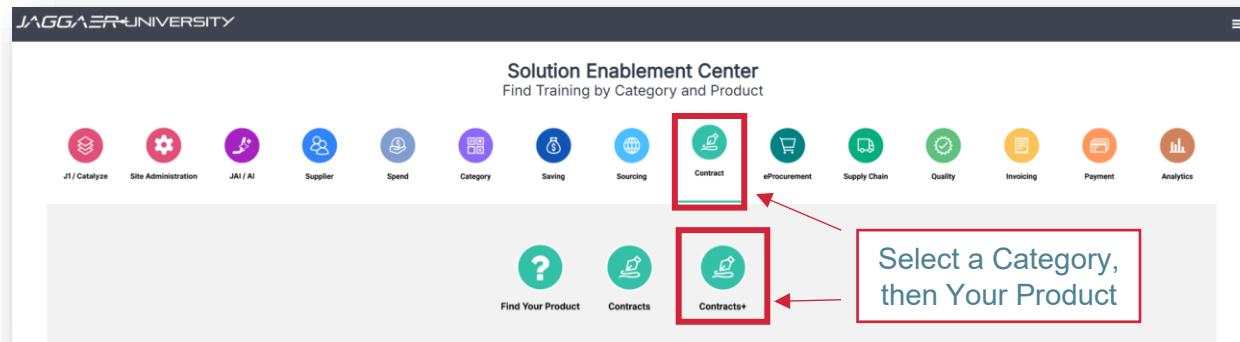




The Solution Enablement Center

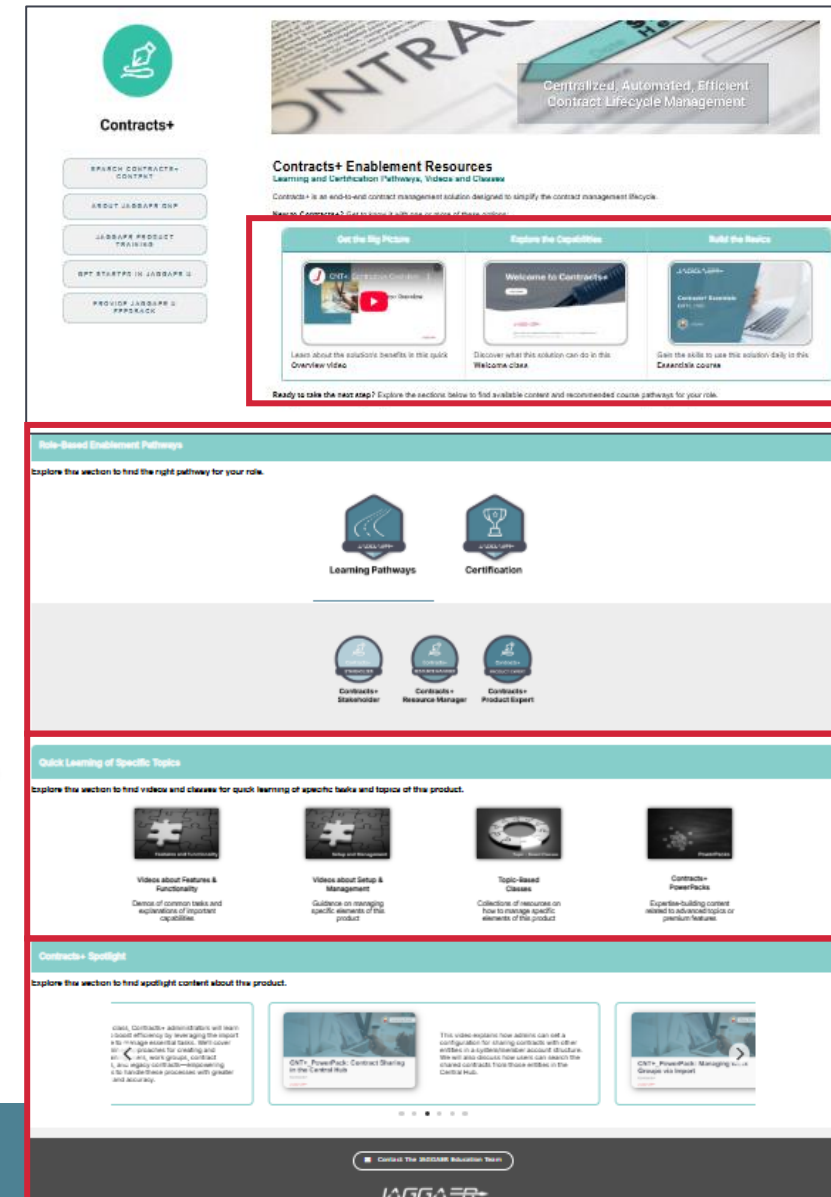
Role-Based Resources & Recommendations

Finding the content you need
based on the products you have
and the role you (or your team) play



Anatomy of a Product Page:

1. Introductory Content
2. Courses, Arranged in Role-based Learning Pathways
3. Videos, Topics and PowerPacks
4. Highlighted Content

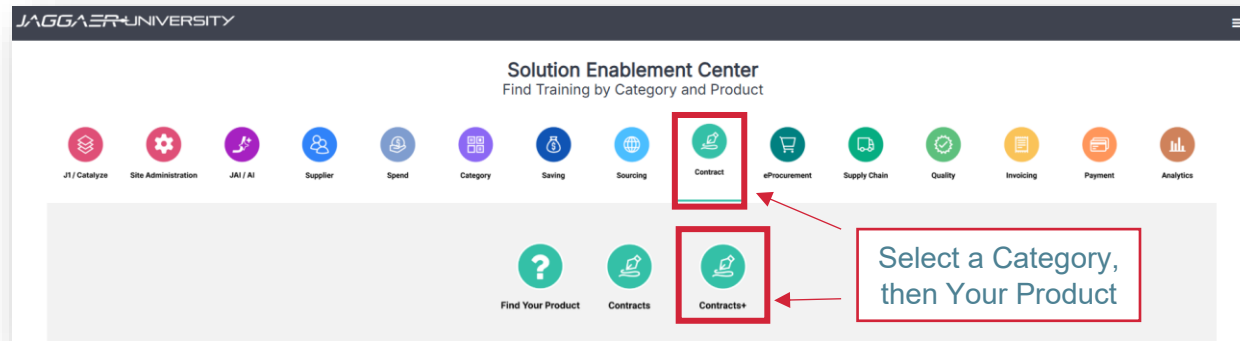




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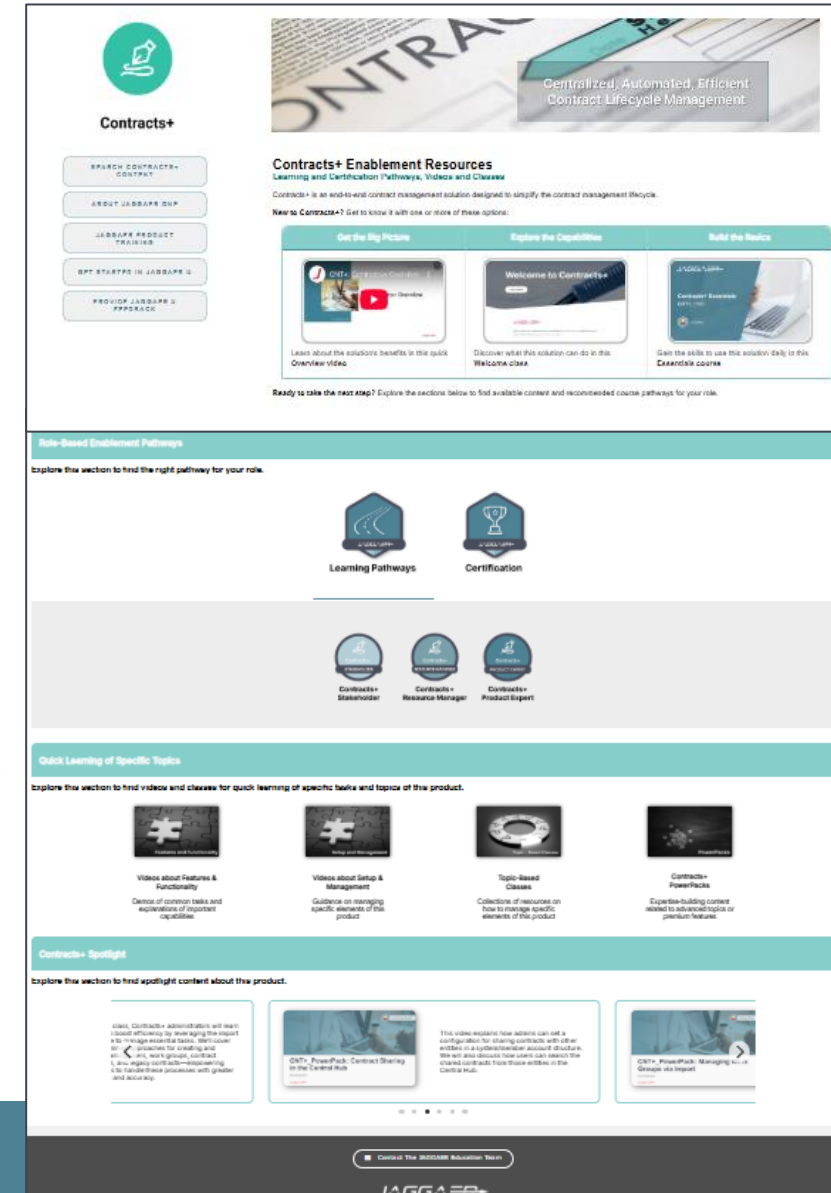
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Role-Based Recommendations After Go-Live

Leader / Champion

- Executive Sponsor
- Project Manager
- IT Lead, Team Leads
- Trainer, Change Lead



Business Process Owner

- Process Owners who will manage specific resources
- Business Owners who will broadly manage product functionality and use



Site Administrator

- Those who will be responsible for managing site settings, access, policies, workflows, data, users, supplier setup, etc.



Decision-Makers & Sponsors

See the Big Picture:

- *J1_1101: Welcome to JAGGAER*
- *Welcome to class (if available) or Overview Video* for each product used*

Understand Product Capabilities:

- *Essentials* course for each product involved

Resource Managers & Product Admins

See the Big Picture:

- *J1_1101: Welcome to JAGGAER*
- *Intro to Catalyze (if using)*
- *Welcome to class (if available) or Overview Video* for each product being used*

Understand Product Capabilities:

- *Essentials* course for each product involved

Learn to Manage Resources, Features & Processes:

- Topic-based classes (for those with partial, specific responsibility) or *Standard Admin* courses

Site Administrators

See the Big Picture:

- *J1_1101: Welcome to JAGGAER*
- *Intro to Catalyze (if using)*
- *Welcome to class (if available) or Overview Video* for each product being used*

Understand Product Capabilities:

- *Essentials* course for each product involved

Learn to Manage System Setup, Access and Use:

- Relevant Core (JA, JI, JD) *Foundations* course(s) if using multiple products from the same core(s)
- Appropriate core-based *Site Administration* courses
- Product-specific classes or *Standard Admin* courses as appropriate

RECOMMENDATIONS



Customer Learner Roles in JU

Our Pathways Terminology & the People on Your Team



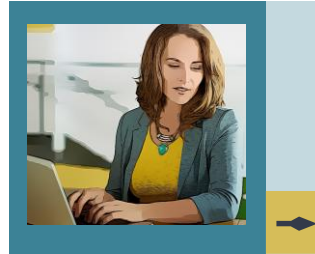
Implementation Stakeholders

- Anyone who'll help make significant decisions but won't help configure or manage your site
- *Executive Sponsor, Project Manager, IT Lead, Trainer, Change Lead*
- Should follow Stakeholder learning pathways but are welcome to watch any more in-depth content they want/need to see



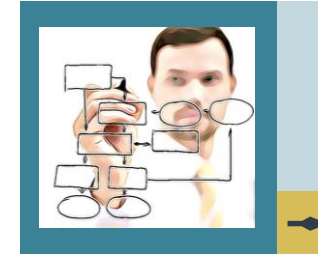
Resource Managers

- People who will have a say in setup and will manage specific things in the application – templates or contract clauses or catalogs for instance – but not everything
- *Process Owners*
- Appropriate content, classes are found in Resource Manager pathways



Product Administrators

- Those who will be responsible for managing all the functionality or multiple elements of a specific application, or the training and change management required
- *Business / Process Owners*
- Should follow Product Admin certification pathways



Site Administrators

- Whoever will be in charge of site-wide functionality, management and maintenance – site settings, workflows, data, supplier and user management and data
- *Site Administrator(s)*
- Should follow Site Administrator certification pathways

Contracts+

Centralized, Automated, Efficient Contract Lifecycle Management

SEARCH CONTRACTS+ CONTENT

ABOUT JAGGAER ONE

JAGGAER PRODUCT TRAINING

GET STARTED IN JAGGAER U

PROVIDE JAGGAER U FEEDBACK

Contracts+ Enablement Resources
Learning and Certification Pathways, Videos and Classes

Contracts+ is an end-to-end contract management solution designed to streamline every phase of contract development, from initiation through negotiation, approval, execution, renewal, and expiry. This powerful tool centralizes contract metadata, documents milestones, and automates renewal and expiry alerts, significantly simplifying the contract management process.

Explore the sections below to find available content and recommended course pathways for your role.

Role-Based Enablement Pathways
Explore this section to find the right pathway for your role.

Learning Pathways **Certification**

Contracts+ Stakeholder

Contracts+ Resource Manager

Contracts+ Product Expert

Quick Learning of Specific Topics
Explore this section to find videos and classes for quick learning of specific tasks and topics of this product.

Videos about Features & Functionality
Demos of common tasks and explorations of important capabilities

Videos about Setup & Management
Guidance on managing specific elements of this product

Topic-Based Classes
Collections of resources on how to manage specific elements of this product

Contracts+ PowerPacks
Expertise-building content related to advanced topics or premium features

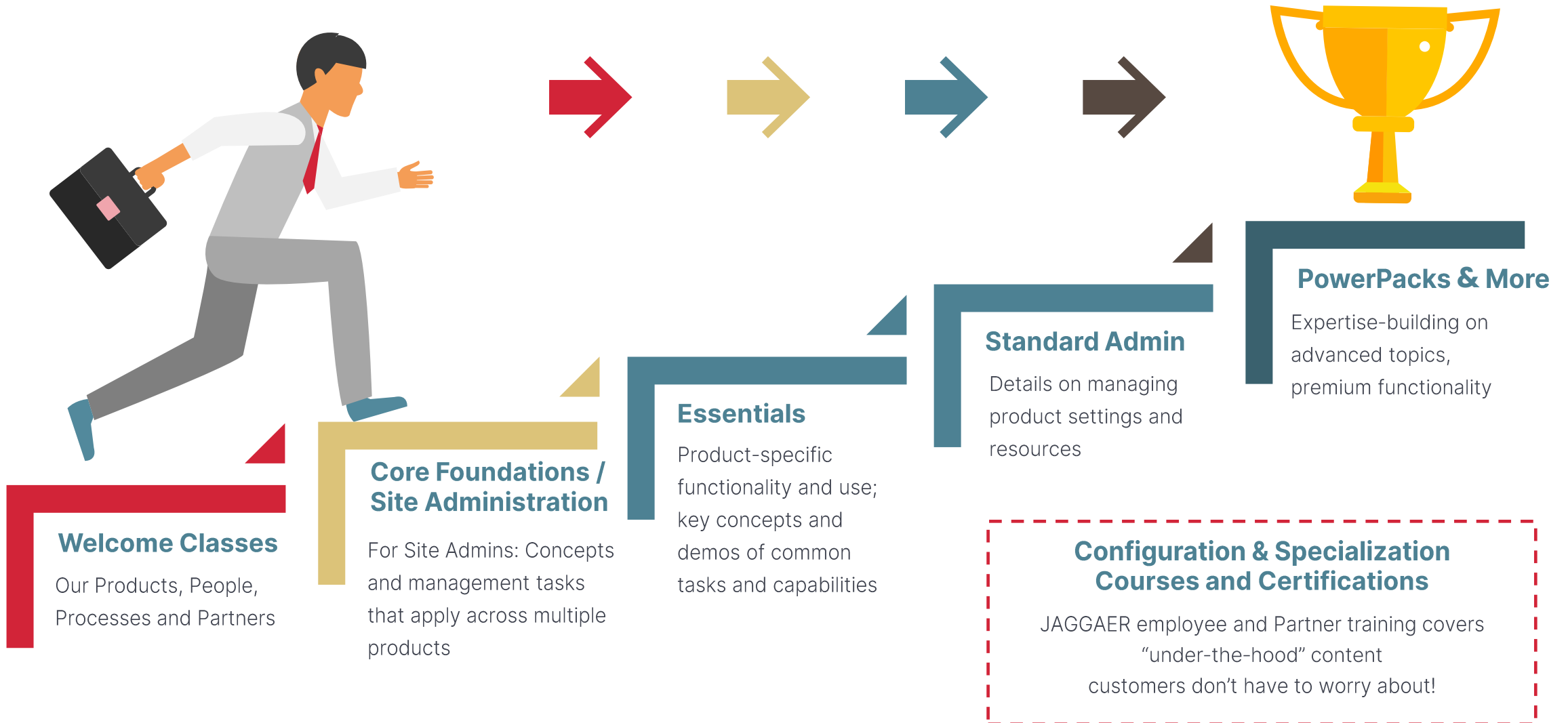
Learning Pathways for Stakeholders and Resource Managers

Certification Options for Product and Site Administrators



Types of Courses in JAGGAER U

Content Based on Level of Knowledge Required





Classes, Videos & PowerPacks

Just-in-Time Learning Resources

Videos about Features & Functionality

Quick insights into what a product can do, and what that looks like

Videos about Setup & Management

Tasks and Best Practices - a mix of “how-to” and “why”

Topic-Based Classes

Thorough coverage of specific elements of site or feature management

PowerPacks

Expertise-building content focused on advanced topics or premium features

Quick Learning of Specific Topics

Explore this section to find videos and classes for quick learning of specific tasks and topics of this product.

Features and Functionality	Setup and Management	Topic-Based Classes	Contracts+ PowerPacks
			
Videos about Features & Functionality	Videos about Setup & Management	Topic-Based Classes	Contracts+ PowerPacks
Demos of common tasks and explanations of important capabilities	Guidance on managing specific elements of this product	Collections of resources on how to manage specific elements of this product	Expertise-building content related to advanced topics or premium features

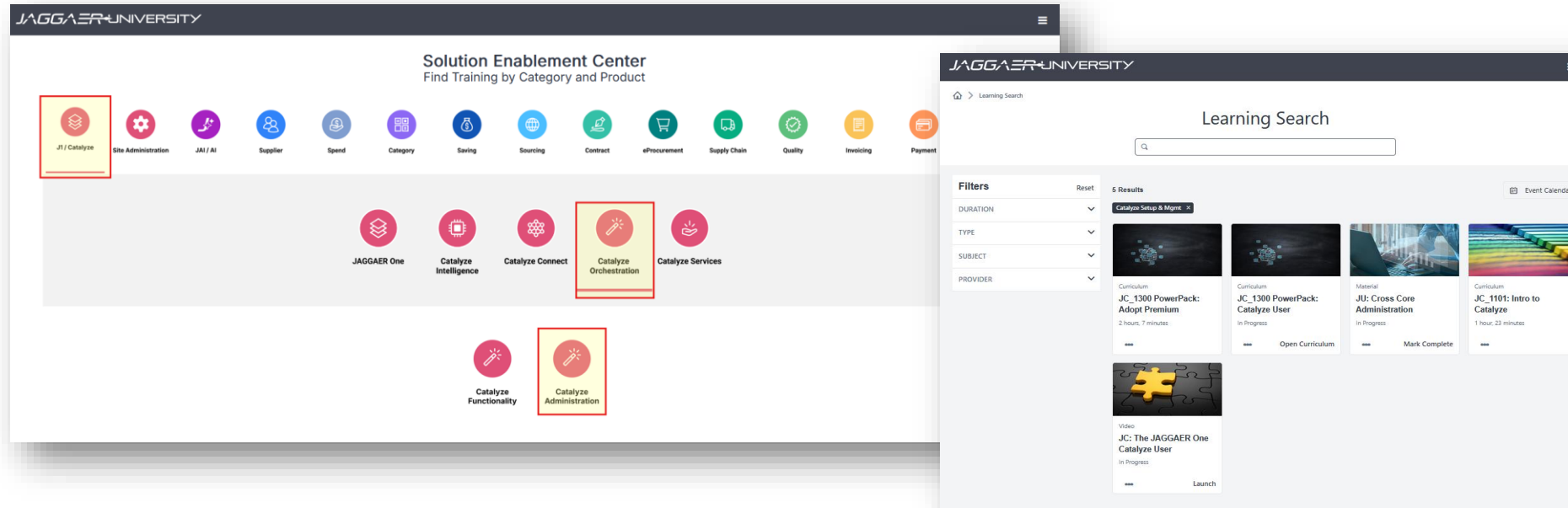


The screenshot shows the Jaggaer Contracts+ Enablement Resources page. It features a header with the Jaggaer logo and a navigation menu. The main content area is titled "Contracts+ Enablement Resources" and includes a sub-header "Learning and Certification Pathways, Videos and Classes". Below this, there are three main sections: "Get the Big Picture", "Position the Capabilities", and "Build the Solution". Each section contains a video thumbnail and a brief description. The "Get the Big Picture" section includes a video titled "Learn about the essential benefits of this suite: Overview video". The "Position the Capabilities" section includes a video titled "Discover what the solution can do for you: Benefits video". The "Build the Solution" section includes a video titled "Gain the skills to use this solution daily in the Contract+ suite: Overview video". At the bottom, there is a section titled "Ready to take the next step?" with a link to "Explore the sections below to find available content and recommended course pathways for your role."



Content for Customers Using Catalyze

A Whole New Category of Content from the Solution Enablement Center



J1 / Catalyze Content

Because most customers don't yet use Catalyze navigation or J1 Buyer Management, this content is separated from the product-based pathways to avoid confusion. But it's important to customers who do use those elements, so point them to the **Solution Enablement Center**, the/ **Catalyze category icon** and **Catalyze Orchestration** sub-icon.

You'll find a wealth of content related to J1 capabilities (intelligence, connections, etc) in the **Catalyze Functionality** area.

But the two most important titles for customers can be found from **Catalyze Administration** icon or these direct links:

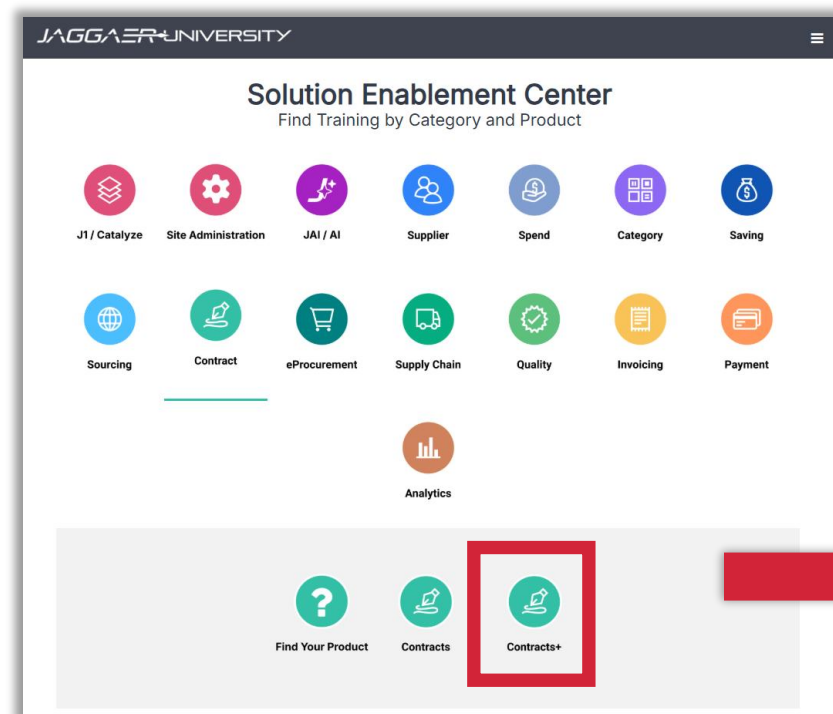
1. The 4-minute video [JC: The Catalyze User Experience](#) explains navigation and is good for all stakeholders.
2. The 1.5-hour course [JC_1101: Intro to Catalyze](#) is mainly relevant to team leads and administrators and should ideally be watched **after J1_1101: Welcome to JAGGAER**.



Follow a Role-Based Pathway to Admin Certification

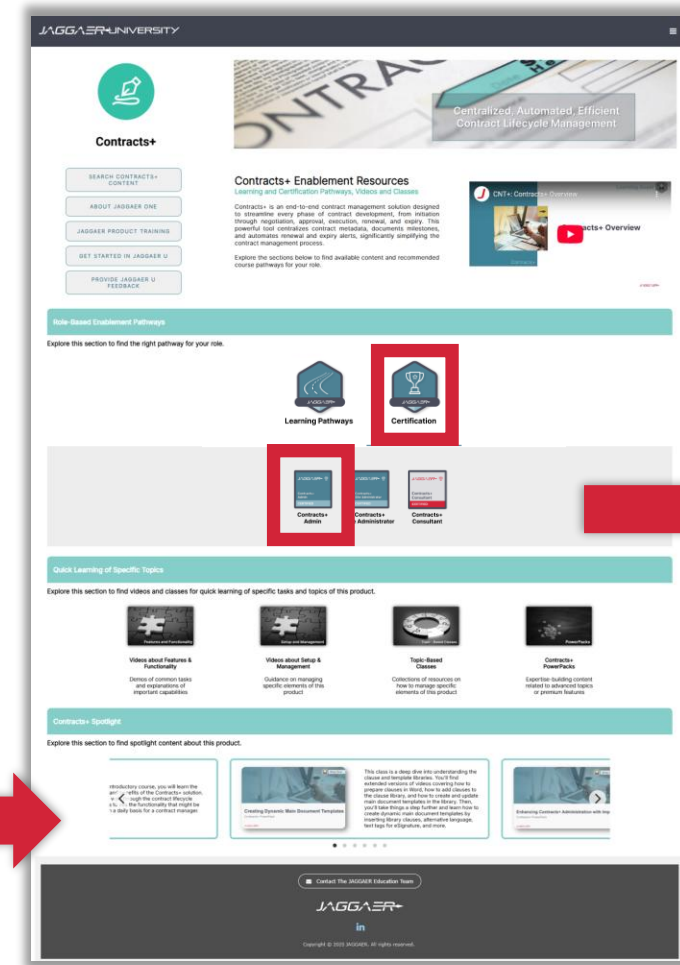
Learn More:

[Administrator Pathways Driver's Manual](#)



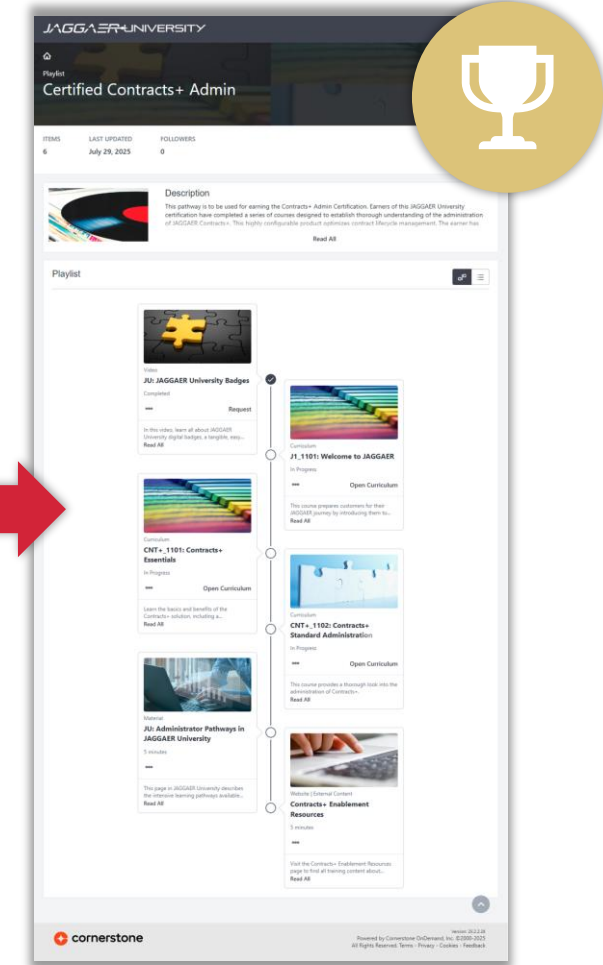
[Solution Enablement Center](#)

Find training by Source-to-Pay category and product



Product-Specific Enablement Resources Pages

From guided role-based pathways, to quick learning and spotlight resources



A Playlist for Every Pathway

Track your progress, complete required courses, and gain skills – or even earn certification!





Customer LMS (JAGGAER U) Manager

The Learning Leader for the Customer Organization

Customers CAN designate one individual to:

- Request new users or subscription transfers [through this link](#)
- Guide the organization's users to relevant content
- Assign content to others in the organization
- Track their team's progress

Customer and JAGGAER or Partner Project Managers should discuss this option.

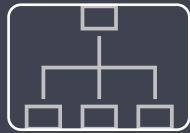
If appropriate, JAGGAER PMs can initiate it or can email training@jaggaer.com



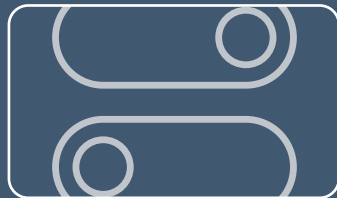


What Comes Next?

After Go-Live, it's time to reassess and prepare for success



If you want more control over your team's learning, your JAGGAER contact can help designate a project lead or training coordinator as "LMS Manager"



If you need to transfer subscriptions to different users, your JAGGAER contact can help, OR (faster) your LMS Manager can [use this Smartsheet Request Form](#)



If you would like to purchase additional subscriptions, reach out to your Account Manager