2024 KaiNexicon

# BUILDING USER KNOWLEDGE WITH WALKME INTEGRATION

Jack Henry

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# About Jack Henry

Jack Henry is a financial technology company founded in 1976 in Monett, Missouri. It provides technology and service solutions to financial institutions and fintech companies across the United States.

**Jack Henry** has over **7,000 associates** and **40+ offices nationwide.**

# Mass Activation Project – Kata Style

**Focus Process**:

Growing associate usage of the Continuous Improvement Management System (CIMS – what our instance of KaiNexus is named)

**Current Condition**:

- 700 out of 7,000 associates enrolled (10%)

**Obstacles**:

- Slow adoption
- Unaware CIMS exists

**Experiments**:

- Interacted with various parts of the business for engagement
- Identified users to include in the mass activation project
- Communication shared on the company intranet site of activation date and expectations

# What We Learned

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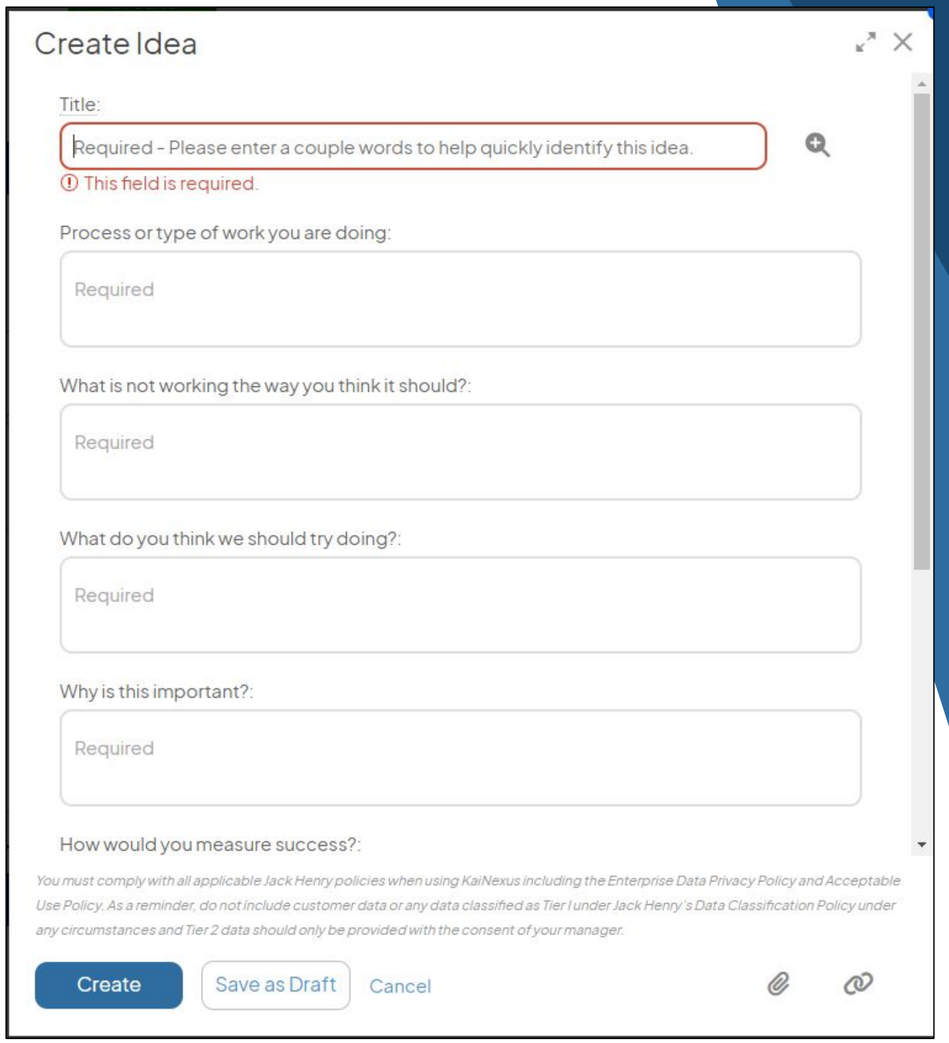
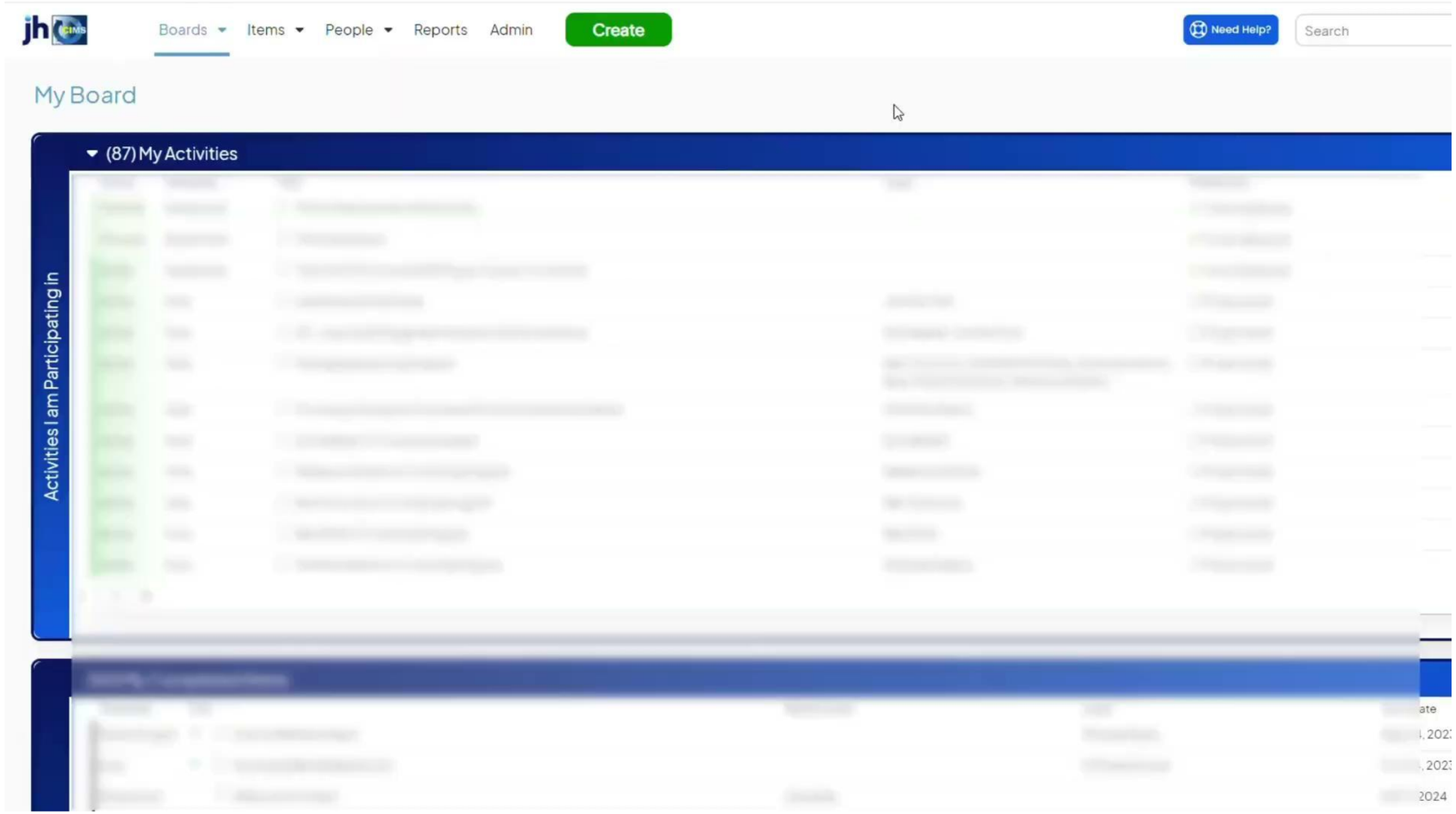
- **1,500** out of the **7,000 users** are using the system, essentially doubling the amount of users
- We did run into a communication barrier and learned most of the company does not read our intranet site
- Our Anti-Spam team would have benefited from knowing the details of the activation project beforehand, as they were inundated with emails

# WalkMe Idea Submission Integration

Now that we have all these new users, we needed to find a way to be a resource and help them through the first step of utilizing CIMS, the idea submission process

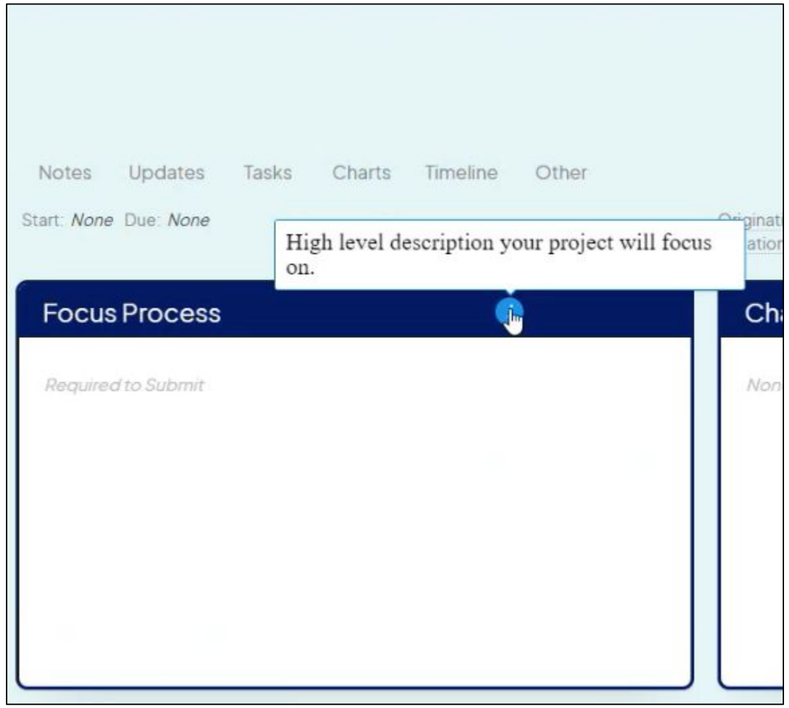
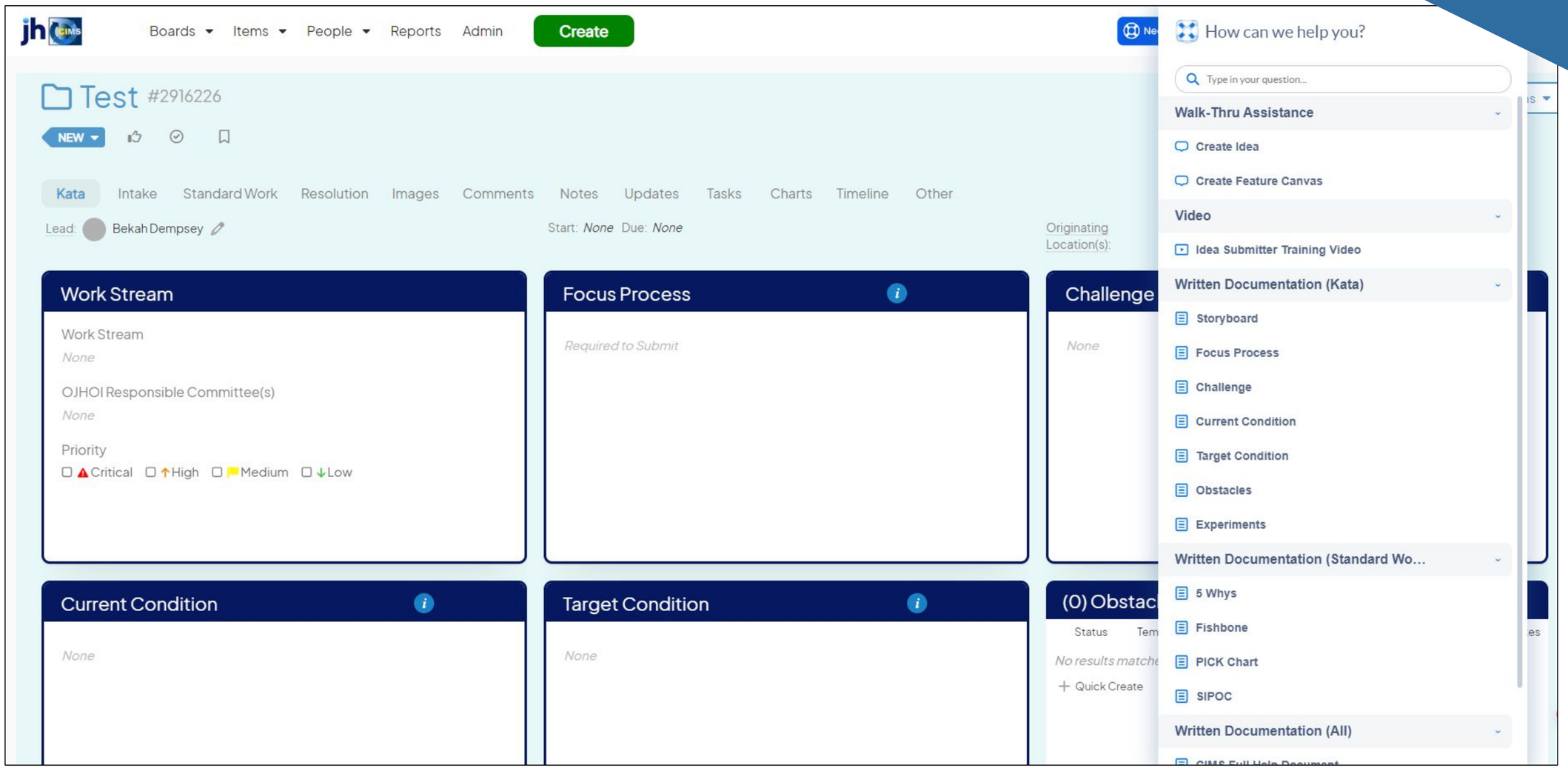


# WalkMe Idea Submission Demo



# WalkMe Storyboard Integration

Adding the ToolTip functionality to each card within our storyboards serves as a helpful reminder for the improver of the activity on what all the different steps of the Improvement Kata are.



# WalkMe Additional Resources