

# Case Study

Transitions from UPK to Datango for Enterprise Training and Documentation | Kansas Turnpike Authority



## TASK

The Kansas Turnpike Authority (KTA) previously relied on Oracle's User Productivity Kit (UPK) for end-user training and process documentation. With UPK no longer meeting their strategic needs and nearing the end of its lifecycle, KTA sought a modern replacement that could support ongoing training and application guidance initiatives across the organization.

### Challenge:

KTA outlined three critical requirements in their search for a new digital adoption solution:

- 1. UPK Replacement:** The organization needed a proven, scalable tool that could effectively replace UPK and support long-term training goals.
- 2. JD Edwards Compatibility:** As JD Edwards (JDE) is a core enterprise system at KTA, the replacement had to integrate seamlessly with JDE to provide in-application help and user guidance.
- 3. Support for Custom Applications:** KTA uses several internally developed applications, including a proprietary customer support interface used daily by Customer Service Representatives (CSRs). The new solution needed to be flexible enough to capture, document, and support these tools without requiring extensive customization.



## PARAMETERS

**Industry:** Logistics

**Project duration:** 15 months

**Project title:** Migration from UPK Knowledge Center

**Number of authors:** 2

**Number of end users:** 500

**Application:** JD Edwards, a range of custom-developed and third-party applications unique to their operations



## SOLUTION & RESULT

After evaluating multiple platforms, KTA selected datango for its strong performance in enterprise environments, ease of use, and application-agnostic design.

### Why Datango Was Chosen:

- JDE Integration:** datango's native support for JD Edwards allowed KTA to build context-sensitive help and guided simulations directly within the JDE interface.
- Support for Custom CSR Software:** datango provided KTA with the ability to document and deliver real-time guidance for their internally developed CSR application, improving efficiency and reducing the learning curve for new representatives.



- **Flexible Application Coverage:** datango's ability to work with both web-based and desktop applications enabled KTA to support a broad range of internal systems with a single platform.
- **Improved User Experience:** With features like guided walkthroughs, role-based learning paths, and real-time support, datango empowered KTA employees to become more self-sufficient and productive.
- **Scalable Training Management:** The platform provided centralized administration, analytics, and multi-language support to deliver consistent training across diverse teams and departments.

KTA successfully transitioned from UPK to datango and implemented datango as its enterprise training and application support solution, rolling it out to over 500 users across the organization. The deployment enabled KTA to provide consistent, role-based training and in-application guidance across key systems, including JD Edwards and their custom CSR software preserving its training library while modernizing the delivery and management of training content. Employees benefited from more interactive, easily accessible guidance within their applications, leading to reduced onboarding time, fewer support requests, and improved system adoption.



## TOP 3 PROJECT SUCCESS FACTORS

**100% Compatibility**   **-30% Ø-Time**   **100% Conversion**  
Custom Software   Application Training   UPK Content



## CUSTOMER FEEDBACK

*„As a result, employees experienced faster onboarding, improved user adoption, and reduced reliance on support teams – driving greater overall efficiency and productivity throughout the agency.“*

*Carolina Gil, ERP Systems Analyst*



## CUSTOMER SHORT PROFILE



The Kansas Turnpike Authority (KTA) maintains 236 miles of user-fee supported roadway from the Oklahoma border to Kansas City. KTA doesn't receive state or federal tax funds. Our mission is to move Kansas forward by operating a safe, reliable and customer-valued turnpike system in a fiscally responsible, businesslike manner.

The Kansas Turnpike was created in 1953 as a quasi-public organization.

KTA works closely with the Kansas Department of Transportation (KDOT) to provide a strong roadway system throughout the state.

On July 1, 2013, legislation formalized the partnership between KTA and KDOT, with both organizations directed by the Kansas Secretary of Transportation.



## CONTACT

**datango**

Do you have any questions? You want to know more about this case or our products? We are here for you. Please feel free to contact us. Our team will answer all your questions! On our website you can also directly make an appointment for an online presentation.

Europe  
+49 2131 760 201-0  
info@datango.de

Americas  
+1 864 973 7401  
+1 404 465 2723  
info@datango.com