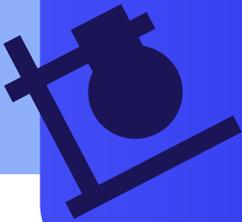# THE DOCUMENTATION OPPORTUNITY

A well-known name in the Knowledge & Education industry located in the USA, was trying to transfer the management of their OKR practices from shared spreadsheets to a standalone tool or solution. The previous practice of using OKRs had shed light on the do's and don'ts, giving the organisation a good idea of what would work for them in the OKR software.

LINING UP THE A-B-CS
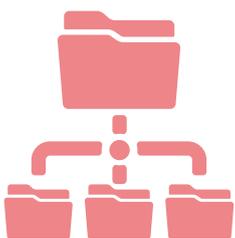
The organisation was very methodical & detailed in its search for the right OKR tool. The fact that they were already utilising OKRs helped them understand the nuances, albeit on a smaller scale. The detailed documentation available for UpRaise for Employee Success was a huge plus during their research phase, as it assisted in a deeper understanding of the solution and their requirements.

GRADING AHEAD

The partner organisation and the customer success team at UpRaise are working together to achieve the necessary goals since the beginning of the partnership. This consistent interaction has a positive influence on the product roadmap, as the team members of the partner organisation not only inform UpRaise of the minor bugs they have come across in the app – but also assist in investigating and fixing it. Moreover, the partner organisation is really satisfied with the approach of UpRaise team towards rapidly releasing, testing and improving new features.

LEARNINGS ON THE JOB

Understanding features thoroughly is essential to make the most of the apps that are utilised in an organisation. The process of this understanding, however, requires a solid foundation of documentation, or a knowledge repository of sorts. In this case, the partner organisation was impressed with the level of detail as well as the level of flexibility offered by the app even before talking to the UpRaise team. Thorough documentation of UpRaise for Employee Success, is a key enabler for the partner organisation's intent on maximising their investment.

upraise