

About Us

"Our mission is to empower companies to maximize business outcomes by eliminating technology complexities for their users"

Whatfix is a Digital Adoption Platform (DAP) that enables legal, IT, supply, procurement, sales and other business teams do more in their jobs through contextual in-application guidance and just-in-time interactive help at the point of action on Contract Lifecycle Management (CLM) applications. Leading fortune 1000 companies have deployed Whatfix DAP on their CLM portal and have significantly saved on their legal and regulatory costs, avoided legal damages, enhanced digital skills, improved customer experience and increased their operational efficiency by reducing contract implementation time and contractual errors. Stay ahead of the curve with Whatfix!

Shorter Time to Productivity

Onboard and train your legal, IT and business (supply, procurement, sales etc.) teams faster

Increase Efficiency

Speed up contract implementation cycle time with on-demand support, contextual guidance and automation

Minimize Risk

Reduce risk by minimizing expensive contractual errors

Improve Customer Experience

Improve self-serviceability of vendors and clients hence reducing the contract implementation time



Low-Code Authoring

Point-and-Click
Auto-Contextualization
HTML Element Finder



Flexible Deployment

Cloud Hosting
Self-Hosting
Hybrid Model



High Security

ISO 27001; SOC 2
No PII Collection
GDPR Compliant



Open Ecosystem

Seamlessly integrates
with your existing
platforms with 50+ APIs

The Whatfix Experience

- **Customized Onboarding & Training:** Target multiple user segments with 30-60-90 day training programs, and facilitate learning in the flow of work through step-by-step, contextual, in-application walkthroughs. These walkthroughs get instantly converted into multiple formats, including slideshows, PDFs, videos, or SCORM/xAPI packages. By placing them in your preferred content repositories: Knowledge Bases, Video Repositories and LMS, bi-directional content exchange gets enabled. Now, users can learn wherever they go. Moreover, the Whatfix-generated content formats get auto-updated, collectively - so maintenance is effortless.
- **Just-in-Time Help and Automation:** Make your users highly efficient by triggering informative tips on state regulations, internal policies, or validate critical data inputs at key points in a workflow to ensure error-free processing of policies and claims. Additionally, you can automate workflows and data-entry to eliminate potential manual errors in complex procedures, and drive greater process efficiency.
- **Self-Serve, On-Demand Support:** Make all your existing training material, job aids, and other support knowledge accessible at the point-of-action. You can integrate your content repositories and make organization-wide knowledge instantly searchable. Make your agent-facing and customer-facing portals self serviceable with minimal effort.
- **Change Management & Communication:** A process change, application update, system maintenance, or any critical organization-wide communication is possible using Whatfix. With attention-grabbing beacons and pre-built, customizable pop-up templates that support media and survey tools such as Survey Monkey, Qualtrics, and more, you can engage your users and manage change elegantly.

Value Delivered



45-60% Reduction on Support Queries



2.5 - 3X Faster Time to Proficiency



50-84% Reduction in Training Content Creation Cost



25-37% Increase in Employee Productivity

Source: Whatfix Economic White paper

Customers Using Whatfix

Fortune 100

10+ of Fortune 100

CLM

40+ Large Enterprises

Fortune 1000

100+ of Fortune 1000

"Whatfix is excellent. It gives us the means to easily, effectively, and unobtrusively communicate to our users. Since implementing Whatfix, 45% of survey respondents have rated the self-help options on our website as above average or excellent. I like that I don't have to be a developer to build the flows. I like how quick it is to build the flows. How quickly Whatfix adds new features and products. Also because of seamless integration, people are not able to distinguish between underlying application and Whatfix.."

- Leading Healthcare Company