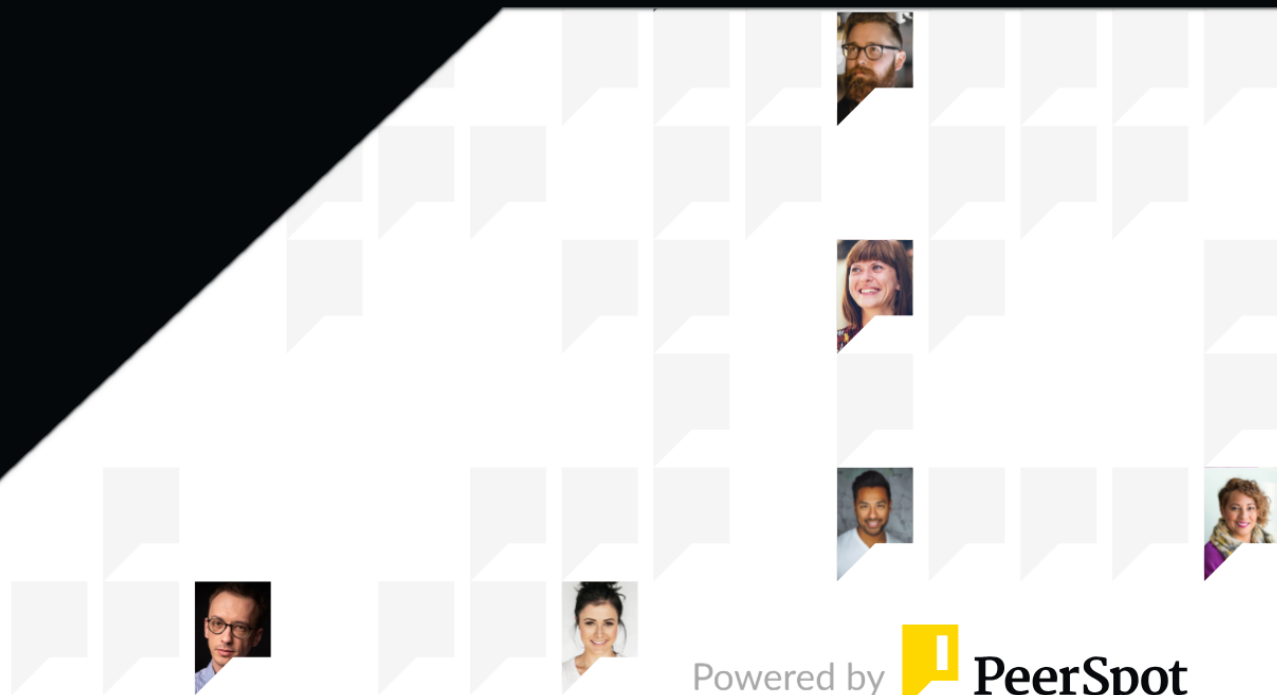




WalkMe

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



WalkMe

WalkMe Recap

WalkMe optimizes onboarding and user engagement by integrating in-app navigation and analytics for improved user guidance and efficiency. Its intuitive interface minimizes support needs, streamlining processes for better user interaction.

WalkMe's in-app features enhance data integrity and reduce support tickets through effective user guidance. Shoutouts and launchers increase user engagement, while custom tutorials offer flexibility in workflows. Integration with popular systems allows for a streamlined approach to process management. By providing analytics and automation, WalkMe optimizes workflows and ROI. Its ease of use and minimal development requirements translate into significant time and resource savings for organizations, aiding in efficient change management and user support.

What are WalkMe's Key Features?

- In-App Navigation: Reduces support tickets by enhancing user assistance.
- Shoutouts & Launchers: Increases user engagement and communication.
- Walk-Thrus: Improves user experience and efficiency.
- System Integration: Facilitates seamless processes across platforms.
- Analytics & Automation: Provides insights and optimizes workflows.
- Custom Tutorials: Supports flexible and efficient change management.
- Intuitive Interface: Minimal development requirement saves time and resources.

What Benefits Should Users Look for in Reviews?

- Time Savings: Minimizes development requirements, streamlining processes.
- Resource Efficiency: Reduces the need for extensive support and training.
- Enhanced Engagement: Boosts user interaction through effective features.
- Workflows Optimization: Improves ROI with detailed analytics and automation.
- Flexible Integration: Adapts easily with existing systems and changes.

WalkMe is implemented in industries requiring advanced digital adoption, such as IT applications and VMware deployments. It supports platforms like Salesforce and SAP, providing tailored user guidance and training. By automating processes, WalkMe reduces friction, ensuring accurate data entry and effective change management across multiple applications.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “WalkMe has been implemented as part of the key digital transformations related to the core technology of our organization, such as SAP, bringing visibility to our IT organization around the usage of applications and helping us ensure that the ROI of the applications is being maximized so users get the technology they need and know how to use it in a way that ensures company success.”



Adam Michalik

Product Manager, Digital Experience Analytics at a manufacturing company with 10,001+ employees

- ✓ “WalkMe has impacted my organization overall by reducing the ticket volume and turnaround time by approximately 7%.”



Verified user

Technical Lead at Coforge Growth Agency

- ✓ “I have already obtained return on investment, with productivity increased by 60%, a time and training cost savings of almost 80%.”



Kellyandrade Andrade

Global Change Management at Alchemist Advisor H2H

- ✓ “WalkMe has positively impacted organizations, as from an enterprise level, it deals with software that employees use daily, particularly in a financial setting where a lot of client and data management happens.”



Jeff Vargas

AI Director of Creative Technology | CCO at Motion Chamber Studios, LLC

- ✓ “WalkMe has positively impacted my organization by increasing employee satisfaction, reducing support tickets, decreasing mistakes, and improving data integrity.”



Guillaume Harbonnier

Digital Consultant at a retailer with 10,001+ employees

- ✓ “We implemented Workday on all three major pieces: HCM, finance, and SCM, which was a huge company-wide implementation, reducing support tickets by eighty percent in the first two weeks after going live with WalkMe.”



Jwarren Warren

Lead Developer at Elevate Digital Adoption



“WalkMe has positively impacted my organization with better change management, quicker onboarding, and fewer support tickets sent through from users using the product.”



Logan Guinaugh

Product Manager at a computer software company with 501-1,000 employees

What users had to say about valuable features:

“In my opinion, the best features that WalkMe offers include the dashboard, where we can see and monitor the errors, understand where the end users are making mistakes, and why they are making mistakes. We can have very accurate metrics.

WalkMe has had a positive impact on my organization by reducing the workload of the IT area, lowering support tickets, and resulting in a drop of approximately 15% after the rollout..”

Kellyandrade Andrade

Global Change Management at Alchemist Advisor H2H

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“The best features WalkMe offers are Walk-throughs and Shoutouts.

Walk-throughs help me in guiding users on what they need to enter in specific fields, especially when some characters are not allowed or when a particular string format is expected, and Shoutouts provide them with further information.

WalkMe will definitely impact my organization positively, but it has not yet because we are prototyping and in beta phase, so we are aiming at having customers sign up for WalkMe contracts with specific products..”

Eduardo Nedel

[Read full review](#) 

User Assistance Developer at a tech vendor with 10,001+ employees

“WalkMe helps me train employees during the transition from old software to new software by allowing us to discover friction points, and then we create content to help employees use the software. It also provides a way to communicate directly to the end user.

“The best features WalkMe offers are the step-by-step guides and the tooltips. The step-by-step guides and tooltips help my users by greeting them with a welcome message when they open the software for the first time and providing a tour of the app to discover it. The tooltips help the user pick up the right information when they fill out a form.

“WalkMe has positively impacted my organization by increasing employee satisfaction, reducing support tickets, decreasing mistakes, and improving data integrity..”

Guillaume Harbonnier

[Read full review](#) 

Digital Consultant at a retailer with 10,001+ employees

“The best feature that WalkMe offers is the amount of features available, as it is very thorough and in-depth. It does offer a lot of various options and features for clients to use, and the team does a great job. If one feature stood out, it would be the pop-up, so it would be the shout-out feature within WalkMe, which works really well.

“WalkMe has positively impacted our organization as it has allowed us to reach our clients directly without impeding their emails or anything else. We can directly tap into their workspace while they are using our application, and we will just do pop-ups that can be closed on their end. This also provides some crucial details that are operationally relevant to them at a moment's notice.

“This approach with WalkMe has led to measurable improvements. We used to use social media posts only before we started using WalkMe for market engagement. This application allows us to advertise within our application itself and provides operational tips regarding the operational usage of our applications. It currently achieves nine times the engagement that we used to have without it..”

Verified user

[Read full review](#) 

Senior Manager, Training & Education at a computer software company with 51-200 employees

“One of the best features of WalkMe is the Smart Walk-through, which guides employees to perform the activities they need to do. I can automate an entire workflow for requesting a benefit, creating a flow so that the employee only needs to click on the option to register a new dependent, and WalkMe then performs all the automation that the employee would do step by step. The Smart Walk-through is a great application for mitigating errors. However, for the Smart Walk-through to work correctly, it is also necessary to use other WalkMe applications in the flow, which makes it somewhat more complex when configuring a process in WalkMe. If it is well developed, it provides very good gains for the company and also for employees in general, since it reduces the errors that employees might make when they perform manual actions in Workday.

“WalkMe had a positive impact in a previous organization where I worked, which is Santander, where we were able to map the reduction in errors and also used it as a way to publish announcements to employees and to block some fields in Workday. Because Workday is a global company, there were some fields where it was not possible to make changes due to global rules. With WalkMe, we were able to apply location-based rules so that some fields would be hidden. WalkMe drastically reduced manual errors, which impacted not only the good performance of the employee so they could do their tasks, but also employee satisfaction, since they did not need to perform multiple steps and would immediately know if there was any block rather than finding out in the future. The HR and technology teams also benefited, because as incorrect information was no longer arriving at the satellite systems, it drastically reduced these errors and we were able to work much better. WalkMe ended up impacting everyone involved..”

Verified user

Especialista at a tech vendor with 10,001+ employees

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“WalkMe offers excellent features as the best digital adoption platform because it provides excellent training for end users and also guidance through complex and multi-application software environments. It moves seamlessly between different functions or departments within the software, and the second point I would mention is the task automations that it can provide in terms of filling out certain forms and navigating between menus based on prior selections or actions.

“As a Solutions Consultant, I have not worked too much on the technicalities of the features, but the functional aspects have been useful, especially for the guidance perspective. WalkMe is very good at recognizing elements within different web pages and switching between different portals. It provides resources at times, such as help and guidance for the next steps.

“WalkMe's task automation feature has helped one of my customers by making it easier to fill out forms. The impact I have seen with WalkMe includes good user adoption because the guidance was excellent.

“One drawback I would mention is the high cost overall because the software itself is expensive and not everyone can afford it. There are other available options in the market that are less expensive, quicker, and easier to deploy. WalkMe requires a WalkMe admin, builder, or consultant so that everything can be understood, gathered, and put into place for the first time. If there are any system changes, it needs to be taken care of every time, including version control, which can become a little manual and cumbersome to test everything before pulling the final version into the production environment.

“Moreover, if an organization is small or mid-size and does not have a dedicated budget for using WalkMe, then this tool is not the best option for them as they cannot afford it, especially if they only have one simple tool or product instead of a complex IT environment..”

K

B at a consultancy with 11-50 employees

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Other Solutions Considered

I cannot tell you which other solutions my customers evaluated before deciding on WalkMe because I always joined the projects when the decision for WalkMe had already been made.

Verified user

CEO & SAP Trainer

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None of my known customers, or those where I was deployed for WalkMe, had used a digital adoption application as such. They usually used the predecessor of WalkMe or none at all before switching to WalkMe.

Verified user

CEO & SAP Trainer

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“I previously used in-app help that is embedded as a solution, but we switched because my company believes that WalkMe provides better guidance with Walk-throughs, Shoutouts, and videos than the in-app help that is offered currently..”

Eduardo Nedel

User Assistance Developer at a tech vendor with 10,001+ employees

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“We evaluated a couple of options, but WalkMe provided the functionality we were looking for along with in depth analytics and dedicated support so we can be as responsive to our clients as possible..”

Verified user

[Read full review](#) 

Video Production Specialist at a tech vendor with 51-200 employees

“WalkMe gives instructions or guides users and it is very useful. I am disappointed that there are no instructions on YouTube. This is very rare software, so if I am struggling with any function, I would appreciate having a YouTube channel with videos or playlists for each feature in editor mode..”

Agata Pus

[Read full review](#) 

WalkMe specialist at a manufacturing company with 10,001+ employees

“Pendo is an option, but WalkMe remains superior for complex applications such as Salesforce and Workday, as others have limitations.

“WalkMe stands out as a top competitor with no real contenders in its domain, demonstrating flexibility and capability that impresses clients such as Whatfix..”

Jwarren Warren

Lead Developer at Elevate Digital Adoption

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ROI

Real user quotes about their ROI:

“I don't have specific numbers regarding return on investment, but I can see some improvements in organizations, processes, and departments that are using WalkMe, though I don't have exact amounts of dollars or monetary impact..”

Rodrigo Cordeiro

[Read full review](#) 

Head of Business Transformation at Numen IT Solucoes em Tecnologia Ltd

“I have already seen return on investment, as it is almost around 3.5% or 4% yearly. I do not know the exact amount, but the metrics that were discussed are around 5%, so it is around 4% or 4.2% or something similar..”

Verified user

[Read full review](#) 

Technical Lead at Coforge Growth Agency

“I have already obtained return on investment, with productivity increased by 60%, a time and training cost savings of almost 80%. We had metrics to know where the user makes the most mistakes and where they fail the most, focusing training more on almost 80–90%. It was a very enjoyable job, and it was really nice to see the results..”

Kellyandrade Andrade

Global Change Management at Alchemist Advisor H2H

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“I can share that currently, without going into specific figures, our main success story is the adoption of a new AI enterprise solution. Thanks to WalkMe, I managed to migrate users from a legacy AI solution to a new one in about two months, and currently, this new solution has even more users than the legacy one. This has been the most successful use case to date. Beyond that, I already measure the adoption of 40 applications across our IT stack without any need for additional deployment or additional software procurement. WalkMe in that way allows me to generate savings..”

Adam Michalik

Product Manager, Digital Experience Analytics at a manufacturing company with 10,001+ employees

[Read full review](#) 

“WalkMe reduces change management costs significantly. New employees can get up and running quickly. Although we have outsourced first-level support, we aim to keep requests low, and I believe WalkMe has helped us maintain support costs by not significantly increasing the number of calls.

“I can share that we have used fewer change management resources than before, estimating savings of about fifty percent on change management resources overall, while maintaining knowledge and process management within the business area..”

At Tatum

International Project Manager at affinis AG

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“My most current project with Presbyterian Health Services involves a Workday implementation where we use WalkMe as what we call in-app guidance to guide users through processes from start to finish, making their job easier by providing terminology changes for comparisons to what was referenced in the previous system and automating processes to streamline those and make them quicker and more efficient.

“I know that with Workday rollout at Presbyterian Health, we saved over one million dollars in less than a year due to the reduced support tickets and swift process completion..”

Jwarren Warren

Lead Developer at Elevate Digital Adoption

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Use Case

“My main use case for WalkMe is to conduct the change management transformation of the group. A specific example of how I use WalkMe for change management and transformation within the group is the decommission of old software for a new one, which requires training employees..”

Guillaume Harbonnier

Digital Consultant at a retailer with 10,001+ employees

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“My main use case for WalkMe is its application in SAP to guide the end users in order to avoid errors. A quick and specific example of how I use WalkMe in SAP to avoid these errors is an enablement; it is a step-by-step flow that I built from scratch for example, SAP MM there in a purchase requisition, guiding the end user to make fewer mistakes..”

Kellyandrade Andrade

Global Change Management at Alchemist Advisor H2H

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“WalkMe is primarily used through WalkMe in Workday, where I create Smart Walk-throughs, banners, and several other features to make employees' lives easier when using Workday for HR tasks..”

Verified user

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Especialista at a tech vendor with 10,001+ employees

“My main use case for WalkMe is pop-ups within the applications that we offer our clients.

“Regarding my main use case for WalkMe, we also use it for guided walkthroughs and smart tips, which are icons on the screen where clients can hover their mouse over those icons and receive educational insights for the applications that we offer..”

Verified user

[Read full review](#) 

Senior Manager, Training & Education at a computer software company with 51-200 employees

“My main use case for WalkMe is primarily for mock-ups for new products.

A quick specific example of how I use WalkMe for mock-ups with new products is that sometimes users have to go through different platforms, meaning one platform and another one a partner's platform, so I ensure that customers are guided on which platform to go first and second, because eventually it becomes a kind of back-and-forth situation.

I would also add that another use case, though not really relevant, is the use of data and analytics to understand user behavior..”

Eduardo Nedel

User Assistance Developer at a tech vendor with 10,001+ employees

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“My main use case for WalkMe is for businesses who are SAP Rise customers or those going through a transformation from ECC to S/4HANA, as well as certain greenfield implementations for ERP.

“I have one end-to-end experience of a project transforming from ECC to S/4HANA, and once the transformation was completed, the entire business moved from on-premise to cloud. That is when the user had to be trained for certain new aspects, and I helped the clients understand and adopt WalkMe, showing them how it is useful.

“WalkMe has positively impacted our organization, which is mostly an SAP partner organization that helps customers already using SAP software for their businesses. We have used WalkMe in that perspective, especially for SAP Rise and Grow customers when an implementation is done and the organization is ready to operate independently with the new software features. When employees need to be trained, that is when WalkMe has been used..”

K

B at a consultancy with 11-50 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I am not sure how easy or difficult it was to implement WalkMe, as I am not a change manager. I am a specialist in WalkMe, so I cannot answer this question..”

Agata Pus

[Read full review](#) 

WalkMe specialist at a manufacturing company with 10,001+ employees

Since I myself am not involved in the sales of SAP and therefore have not gained direct experience as a negotiation partner with prices, but was directly involved in implementation, user enablement, and trainings, I have not gained any experience regarding pricing, setup costs, and licensing of WalkMe.

Verified user

[Read full review](#) 

CEO & SAP Trainer

“The process of reducing tickets became easier as we reduced the issue of trainings, travel time, and the cost of the end user having to stop in order to take an online training or sometimes even in-person training..”

Kellyandrade Andrade

[Read full review](#) 

Global Change Management at Alchemist Advisor H2H

“Initial set up was extremely simple, just downloaded the plugin and started poking buttons. I was able to build my first walk through within the first hour without any training..”

Verified user

[Read full review](#) 

Video Production Specialist at a tech vendor with 51-200 employees

“The initial setup was pretty straightforward, because the most complex part was done by the WM CSM. We received a step-by-step guidance and recommendations on how to get started and how to build the walkthus. .”

Verified user

[Read full review](#) 

Customer Success Manager at a tech vendor with 51-200 employees

“My experience with pricing, setup cost, and licensing is that compared to some solutions that are not as good as WalkMe, I have the impression that WalkMe is a little bit expensive. However, when I see the value that WalkMe provides, that is acceptable. Still, sometimes I feel that the license price is an issue when discussing WalkMe..”

Rodrigo Cordeiro

Head of Business Transformation at Numen IT Solucoes em Tecnologia Ltd

[Read full review](#) 

Customer Service and Support

I find WalkMe's customer support to be very good so far, although I personally didn't really have use cases where I needed direct SAP customer support. However, the collaboration with SAP during implementation went very well.

Verified user

CEO & SAP Trainer

[Read full review](#) 

“I don't recall needing customer support, as I was directed to various guides and FAQs for troubleshooting. I don't remember having many interactions with support channels..”

Jeff Vargas

AI Director of Creative Technology | CCO at Motion Chamber Studios, LLC

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“Customer support at WalkMe was fantastic. That was an area that I was really thankful for throughout the implementation. I would rate the customer support a nine on a scale of one to ten..”

Logan Guinaugh

Product Manager at a computer software company with 501-1,000 employees

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“Customer support is really great. I have a customer success manager, and the program management and operational support is excellent. The technical support is also very good. There are some hiccups when tickets take longer than expected to be resolved, but I think that is nothing unusual. Overall, support is really good..”

Adam Michalik

Product Manager, Digital Experience Analytics at a manufacturing company with 10,001+ employees

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“Customer support for WalkMe is good, as I did not have any massive issues with them during my time using it.

“On a scale of one to ten, I would rate the customer support an eight..”

Verified user

Senior Manager, Training & Education at a computer software company with 51-200 employees

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“WalkMe could improve their technical support response time, and it depends on which edition has been signed for. If you have signed for premium support, they usually reply back soon with a response time of less than 30 minutes. If you have normal support, the waiting time for the first response is usually two hours. I am in the middle tier of support where the first response is given within the next two hours. We do not have premium support; we have signed for normal support..”

Verified user

Technical Lead at Coforge Growth Agency

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Other Advice

“My advice to others looking into using WalkMe is to think of the why and which business pain point you are going to solve. I would rate this review 9 out of 10..”

Guillaume Harbonnier

Digital Consultant at a retailer with 10,001+ employees

[Read full review](#) 

“My advice to others looking into using WalkMe is to give it a try and also try WalkMe Challenge provided in WalkMe platform. I would rate this review as a nine out of ten..”

Eduardo Nedel

User Assistance Developer at a tech vendor with 10,001+ employees

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“My advice to other people who are thinking about using WalkMe is to adopt it as it helps a lot. It brings quantitative visibility of numbers, failures, errors, and it also helps the end user to reach the final point. I would recommend it, around 8–9%.

WalkMe is a very good platform that brings a resource to companies that is very, very quantitative, where you can monitor many things. It was a very nice project in which I took part in the implementation, and I do recommend it.

I liked this interview a lot, and I am going to implement it in my projects as well. I gave this review a rating of 9..”

Kellyandrade Andrade

Global Change Management at Alchemist Advisor H2H

[Read full review](#) 

“Regarding WalkMe's AI capabilities, it meets our needs in terms of governance and security.

“WalkMe's AI capabilities also meet our needs for accuracy and reliability of output.

“I think I have mentioned everything relevant regarding other improvements WalkMe needs.

“My advice for others looking into using WalkMe is to plan some time for education so you get your head around WalkMe before you need to implement it. I would rate this review an eight overall..”

Verified user

Senior Manager, Training & Education at a computer software company with 51-200 employees

[Read full review](#) 

“I rate WalkMe an eight because it is very useful and has very good performance, but it requires that the person who will build these automations with WalkMe invest time in learning the tool. Since it is a low-code tool, it is intuitive, but at some points low-code alone is not enough and you need to input some code, such as JavaScript or HTML, so you need to have additional knowledge to carry out this type of activity. As I mentioned, I believe that WalkMe would be better if it had more AI tools integrated into it. If AI were implemented, perhaps this learning time for WalkMe would not be so necessary, and if there were, for example, an application that helps in this scenario in the future, I would give a higher rating.

“One piece of advice I would give is to really explore WalkMe and check out the community to understand and see what the possibilities are. WalkMe is not just about a Smart Walk-through; it can be much more than that. You can create blocks, communications, and several other things with possibilities that can greatly help your company. Do not limit yourself only to the Smart Walk-through, which is WalkMe's flagship, but also look at all the possibilities that are available with WalkMe. My overall review rating for WalkMe is eight out of ten..”

Verified user

Especialista at a tech vendor with 10,001+ employees

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“The advice I would give to others looking into using WalkMe is a summary of what I have mentioned in some of the previous questions. If the organization is more ERP-centric, using complex software such as [Salesforce](#), [Workday](#), and others, and has different departments such as HR and finance with a dedicated budget for WalkMe, then they should definitely go for it. However, if they are a small or medium-sized organization without a dedicated budget and with limited financial resources, and if they are relying on their own products or SaaS, I would not suggest they use WalkMe. Instead, they can opt for other software that is easier to deploy and can be completely handled by non-technical product owners.

“My additional thoughts about WalkMe center around concerns regarding its

future, as many businesses frequently ask whether WalkMe will completely focus on advancements or innovations tied to SAP and its related products, potentially negatively affecting customers who are non-SAP application users. This question often arises, and it would be helpful for people to have more clarity on it. Secondly, regarding AI, people wonder if AI can guide users through different navigations, walkthroughs, workflows, and task automations, and what the need for a separate software such as WalkMe would be. I also think about how SAP might in the future integrate WalkMe with AI into all its software, influencing how WalkMe is used and what its actual purposes would be, especially regarding the price point. If WalkMe remains as standalone software, particularly for non-SAP users, it could be more simplified and cost-reduced.

“I would rate this product a 7.5 out of 10..”

K

B at a consultancy with 11-50 employees

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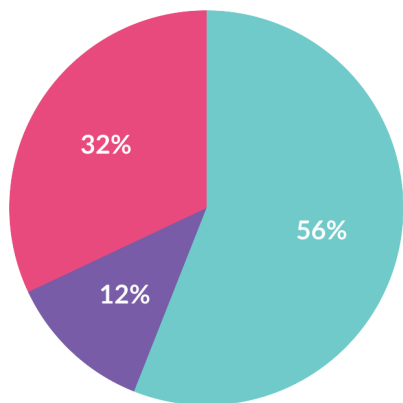
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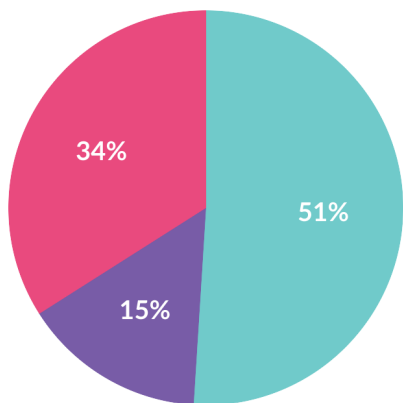


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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