



 **NEWIRED**
BEYOND DIGITAL ADOPTION

The Ultimate Checklist For Choosing A Digital Adoption Platform, And Unlocking User Engagement

9 areas you should consider, with important questions you should ask your future vendor

1

Application support

Do you need the solution to work seamlessly within your existing applications?

- Can the vendor demonstrate, within hours, how users are guided and supported directly inside your own application?
- Does the solution adapt to your specific workflows and user behaviors in real time?
- Does the solution adapt to all the technical requirements and constraints of your application?

2

Flexible installation

Can the platform deliver a consistent user engagement experience across your environment?

- For SaaS applications or on cloud hosting: how seamlessly is the solution deployed from the end-user perspective?
- For on-premise hosting: what deployment options are available to ensure performance and control?
- For on-premise hosting: does the on-premise deployment support the full set of features without any compromises compared to the cloud-based version?
- Can you deliver consistent, high-quality guidance to users globally (e.g. across regions like the US, Europe, Asia)?

3

Code-free

Can business teams easily create and manage engagement without technical complexity?

- Does the platform truly enable no-code creation of real-life, complex use cases?
- Can non-technical users design, update, and optimize user experiences without relying on developers?

4

Cross-application guidance

Can you engage users across your entire digital ecosystem, not just within a single tool?

- Does the platform support seamless guidance across multiple applications?
- Can it guide users through end-to-end processes that span different systems?

5

Analytics

Do you have visibility into how users engage and perform, securely and transparently?

- What user data is collected, and how is it managed and protected?
- Can you control where data is stored (e.g. on-premise vs cloud)?
- Do you gain actionable insights into user behavior, adoption, and performance?

6

Content management

Can you manage and scale user engagement content with confidence?

- Is there a structured review and approval process before publishing content?
- Can you easily manage versions and ownership of all user guidance?
- Can you test experiences across browsers and environments before release?
- Is rollback immediate and reliable in case of issues?
- Can you easily export user guidance content into different formats to support approval processes and audit requirements (e.g. physical documentation)?

7

Multi-language

Can you engage users in their language without duplicating effort?

- Does the platform support multilingual experiences without recreating content?
- Can you efficiently manage translations across all required languages?
- Can you automatically translate user guidance content into multiple languages?
- Does it adapt seamlessly to multilingual applications?

8

Extensibility

Can the platform evolve with your needs and integrate into your ecosystem?

- Is there a flexible architecture (APIs, plugins) to extend capabilities?
- Can you integrate existing knowledge bases, AI, or dynamic content sources?
- Does the platform support a unified engagement layer across all your tools?

8

Security

Does the platform meet your security standards while ensuring full control over your data and infrastructure?

- Does the solution guarantee that no data from your applications is captured, stored, or processed outside your environment?
- Can the platform—including any AI or LLM capabilities—be deployed entirely on-premise to ensure full data control and compliance?

9

AI

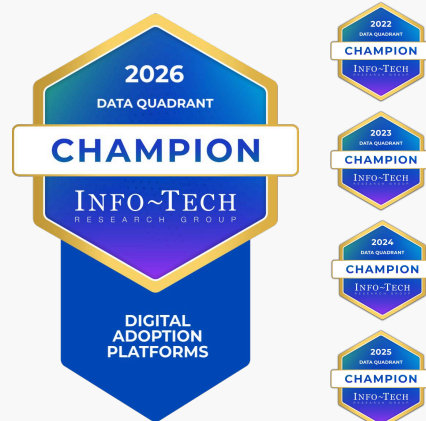
Does the platform leverage AI to enhance user adoption and reflect how your teams actually use digital applications?

- Can AI rely on your internal rules and knowledge base, rather than generic external data sources?

How Newired Performs — Based on Verified User Reviews from SoftwareReviews*

Recognized as a Champion in the Info-Tech Data Quadrant (2026)

Insights below reflect publicly available user feedback.



Top User-Rated Capabilities

What to Evaluate	Why It Matters	How Newired Delivers
Ease of Use	Faster onboarding	Highly rated by users
Implementation	Time to value	Fast, seamless rollout
Support	Adoption success	Top-rated support experience

Publicly available user feedback

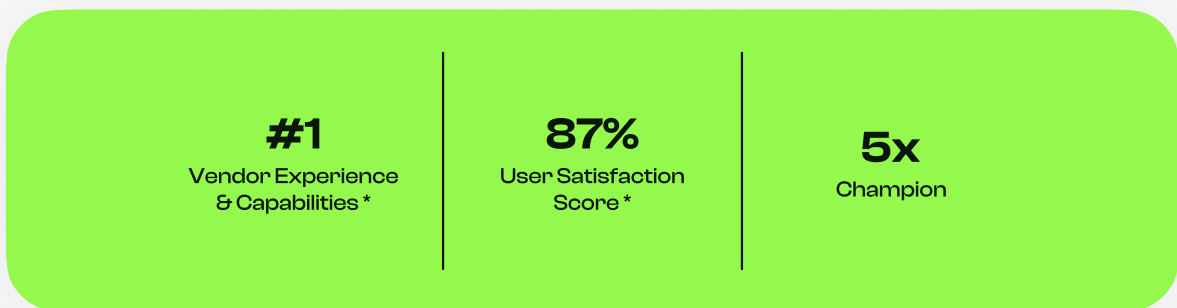
What Real Users Care About

“Easy to implement and immediately impactful”

“Support team is highly responsive”

“Intuitive and simple for business users”

Based on verified user feedback (SoftwareReviews)



Why Choosing Newired® User Enablement Platform

Most DAPs focus on adoption.

Newired focuses on User Enablement: helping users perform tasks correctly, enforcing processes, and accelerating productivity from day one. By operating as a single, seamless layer across enterprise applications, enhanced by AI-powered in-app guidance, Newired enables organizations to maximize the value of their existing technology investments without disrupting their systems.

[See how Newired performs on your own application](#)

*Source: SoftwareReviews (Info-Tech Research Group), publicly available data.