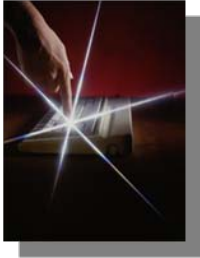




□ User Adoption



The the true definition of a successful technology project is when the technology is fully adopted, not just implemented and deployed.

Adoption means that users are using the system to the full advantage of the business.

Looking Return on Investment? This is where it is found!

Finding Return on Investment has always been important. Today, it is increasingly crucial when systems often have external facing components used by customers, suppliers, or partners.

For any technology investment, the goal is to have the benefits of that system realized by full utilization of its capabilities. This requires:

- A complete, contextual understanding of end-user requirements and their environment
- A thorough plan for proper training
- A feedback mechanism for full adoption.



In the field, the office, the shop floor, the technology has to work for users executing your business operations!



Why are we successful in achieving high levels of user adoption?
What sets us apart?

Helping users accept and adopt new technology and processes is challenging. We have a number of strategies and methods designed to drive success:

- An awareness of the reluctance to change. Providing high levels of communications and Change Management disciplines.
- A sharp focus on business needs and process improvement to design consistent processes.
- Rigorous needs definition. Users work collaboratively with us to define *their* solution.
- An audience-focused approach that includes training approaches that help each user audience successfully adopt the new solution.
- Methods that emphasize ease of communicating with all levels of an organization throughout the project life cycle so the design of the end solution is highly transparent and obvious.