

# Implementation and User Adoption Services

Planning, training and support that drives end-user adoption

## Key Benefits

- Increased User Adoption
- More Value Derived From Technology
- Less Resistance And Fewer Obstacles To Implementation
- Improved Employee Engagement
- Improved Return on Investment

## Challenge

As your organization prepares to implement the kind of strategic IT solutions offered by PCM UK, you must focus on how to prepare your people for the myriad of changes to come, and how to successfully implement the change in technology.

Whether you are planning a cloud migration, moving your data centre, making network changes, deploying tablets across your organisation, or any other IT-based solution: whatever technology change you envision, the success of that change depends on you having the right IT solutions and a solid understanding of the “People Side of Change”

### Metrics Don't Lie: People Make the Difference in the Technology Roll Out

The “People Side of Change” is critical to the success of new IT solution implementation and adoption, and the metrics clearly support this.

**Mitigating Risk:** *AMR Research:* End-user adoption is the number one reason for failed implementations

**Increasing Productivity:** *Gartner Group:* An untrained user may take up to 22.5 hours to achieve the same skill level that it takes a trained employee 5 hours to achieve

**Maximizing ROI:** *Gartner Group:* Untrained users often ignore, misuse, or under-utilise new technology and *META Group:* 76% of end-users have failing or sub-standard understanding of new systems

**Reducing Support Needs:** *Gartner Group:* Untrained users require 3 to 6 times more support than trained users

PCM UK's Organisational Change Management (OCM) approach and effective learning and development design are the keys to ensuring comprehensive end-user adoption.

### Why Do Technology Implementations Often Fail To Deliver Full Value?

Many technology-based change initiatives fail to derive full value from the investment because business leaders neglect to involve the employees. They start to manage change too late in the process or ignore internal resistance and opposing behaviours altogether, creating obstacles that are too steep to overcome and the full value of the technology is never realised.

### The Abreon Approach to Helping Organizations Implement Technology Solutions

Abreon, a PCM Company, uses proven tools and techniques to ensure that all of your employees are aware, accept, and adopt the planned technology change, and are skilled and knowledgeable about what will be required of them. This “end-user adoption” is the key to the success of the technology solution. Outstanding communications, meticulous planning, effective training and seamless implementation are what ensures that your end-users have the understanding and knowledge to quickly adapt to new expectations.

## Abreon Capabilities

- Organizational Change Management (OCM)
- Communication Strategy
- Executive Alignment
- Process Documentation
- End-user Training and Knowledge Transfer
- End-User Enablement
- Innovative Learning Design (Microlearning)
- Performance Support
- Localization & Translation

We ensure adoption in two distinct ways.

### 1) Meticulous Change Planning

A step-by-step plan is essential to align your users with the change and to engage all key stakeholders. At a minimum, Abreon's plan includes:

- Change Readiness Assessment
- Stakeholder Mapping
- Engagement Planning
- Change and Communication Planning
- User Needs Assessment

Implementing this plan is the key to success, and so we work with you every step of the way to ensure a successful adoption of the new IT solution.

### 2. Innovative Training and Support

Designing and delivering end-user training and support that is effective and efficient is the key to ensuring long-term success with a new IT solution. Users need the skills to use the new technology, and they need to be supported as they transition from old to new.

Training and support needs vary among individuals and groups, so Abreon identifies your unique needs and plans our end-user support accordingly. The emphasis must be on creating quick, effective and easily-accessible learning, available to end-users at the point-of-need. Typically, Abreon provides:

- Simple, self-directed learning tools
- Customized learning experiences relevant to the user's role
- Simulations and examples
- User performance support tools
- Post-launch reinforcement
- FAQ documentation

### Communications, Stakeholder Engagement and Effective End-user Training

Abreon's targeted, timely communications approach ensures that every employee will receive the precise information he or she needs to achieve successful change. Our custom change management strategies engage key stakeholders in the change, building commitment, minimising disruption to the business, and eliminating surprises. Abreon's innovative approach to end-user training provides the all of the skills and understanding that your people will need to be successful with their new IT solution.

We ensure that your people are fully aligned, specifically engaged and thoroughly trained, and that employee buy-in is driven from the executive leadership team all the way to the shop floor. From end-users, to project teams, to executives...understanding what your people need in order to comfortably transition to the new technologies will make a tremendous difference in how quickly and successfully your new IT technical solution is executed.

## About Abreon

With more than 30 years of change management and technology adoption experience, Abreon has helped more than 1,200 Fortune 5000 companies overcome human-behaviour challenges that are unique to their specific sectors. Our vendor-agnostic approach and proven processes give you the best-in-class skills and tools to prepare your people for any change.

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